

# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)

Provider Number	Hospital Name	Address 1
220001	HEALTHALLIANCE HOSPITALS, INC	60 HOSPITAL ROAD
220002	MOUNT AUBURN HOSPITAL	330 MOUNT AUBURN STREET
220008	STURDY MEMORIAL HOSPITAL	211 PARK STREET
220010	LAWRENCE GENERAL HOSPITAL	ONE GENERAL STREET
220011	CAMBRIDGE HEALTH ALLIANCE	1493 CAMBRIDGE STREET
220017	CARNEY HOSPITAL	2100 DORCHESTER AVENUE
220029	ANNA JAKUES HOSPITAL	25 HIGHLAND AVENUE
220031	BOSTON MEDICAL CENTER CORPORATION	1 BOSTON MEDICAL CENTER PLACE
220033	BEVERLY HOSPITAL CORPORATION	85 HERRICK STREET
220035	NORTH SHORE MEDICAL CENTER	81 HIGHLAND AVENUE
220036	ST ELIZABETH'S MEDICAL CENTER	736 CAMBRIDGE STREET
220049	MARLBOROUGH HOSPITAL	157 UNION STREET
220052	SIGNATURE HEALTHCARE BROCKTON HOSPITAL	680 CENTER STREET
220058	CLINTON HOSPITAL ASSOCIATION	201 HIGHLAND STREET
220060	JORDAN HOSPITAL INC	275 SANDWICH STREET
220062	ADCARE HOSPITAL OF WORCESTER INC	107 LINCOLN STREET

# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

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Address 2	Address 3	City	State
		LEOMINSTER	MA
		CAMBRIDGE	MA
		ATTLEBORO	MA
		LAWRENCE	MA
		CAMBRIDGE	MA
		BOSTON	MA
		NEWBURYPORT	MA
		BOSTON	MA
		BEVERLY	MA
		SALEM	MA
		BRIGHTON	MA
		MARLBOROUGH	MA
		BROCKTON	MA
		CLINTON	MA
		PLYMOUTH	MA
		WORCESTER	MA

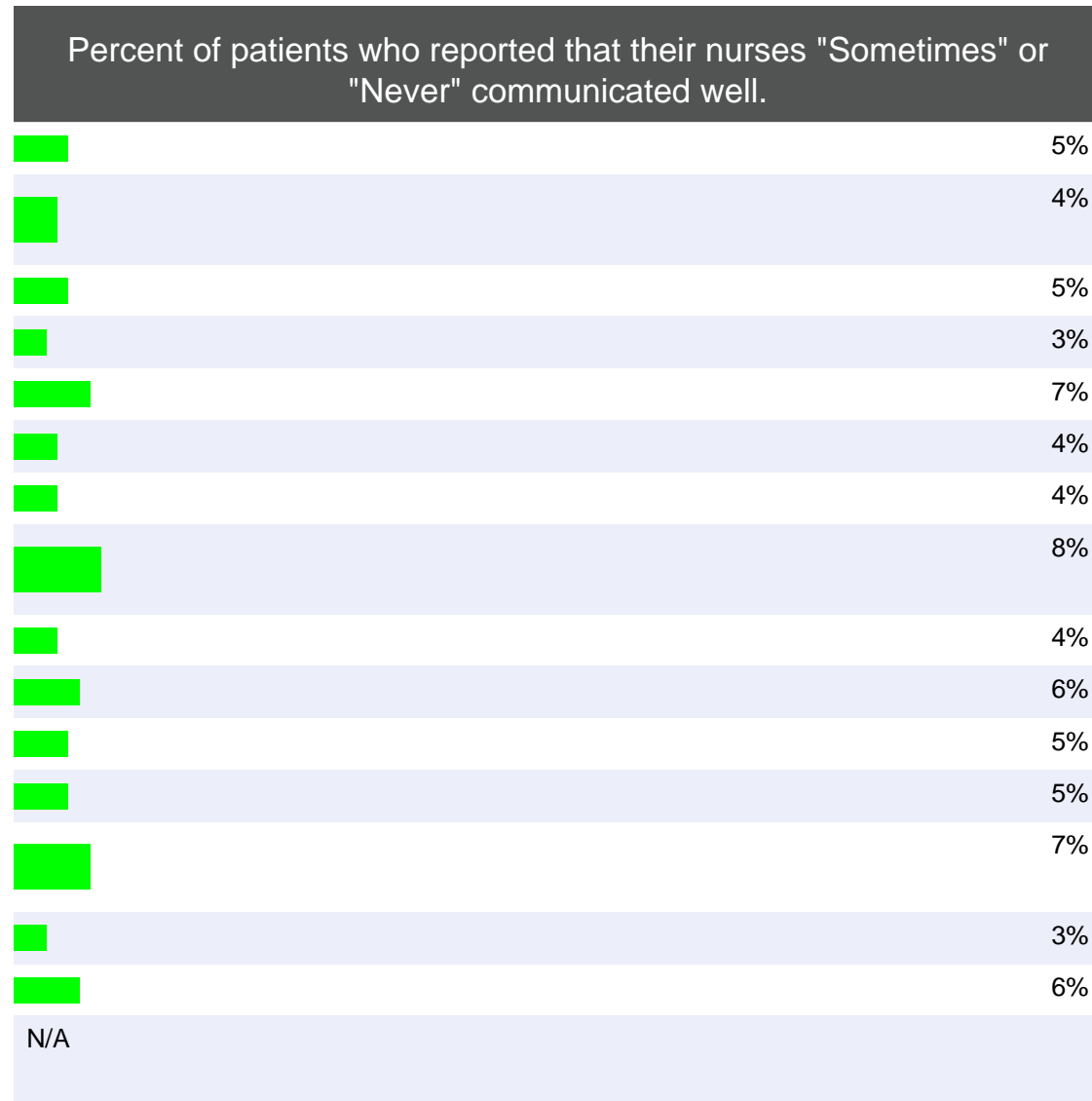
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ZIP Code	County Name	Phone Number
01453	WORCESTER	9784662000
02138	MIDDLESEX	6174923500
02703	BRISTOL	5082225200
01842	ESSEX	9786834000
02138	MIDDLESEX	6176652300
02124	SUFFOLK	6175062000
01950	ESSEX	9784631000
02118	SUFFOLK	6176388000
01915	ESSEX	9789223000
01970	ESSEX	9787411215
02135	SUFFOLK	6177893000
01752	MIDDLESEX	5084815000
02302	PLYMOUTH	5089417000
01510	WORCESTER	9783683000
02360	PLYMOUTH	5087462000
01605	WORCESTER	5087999000

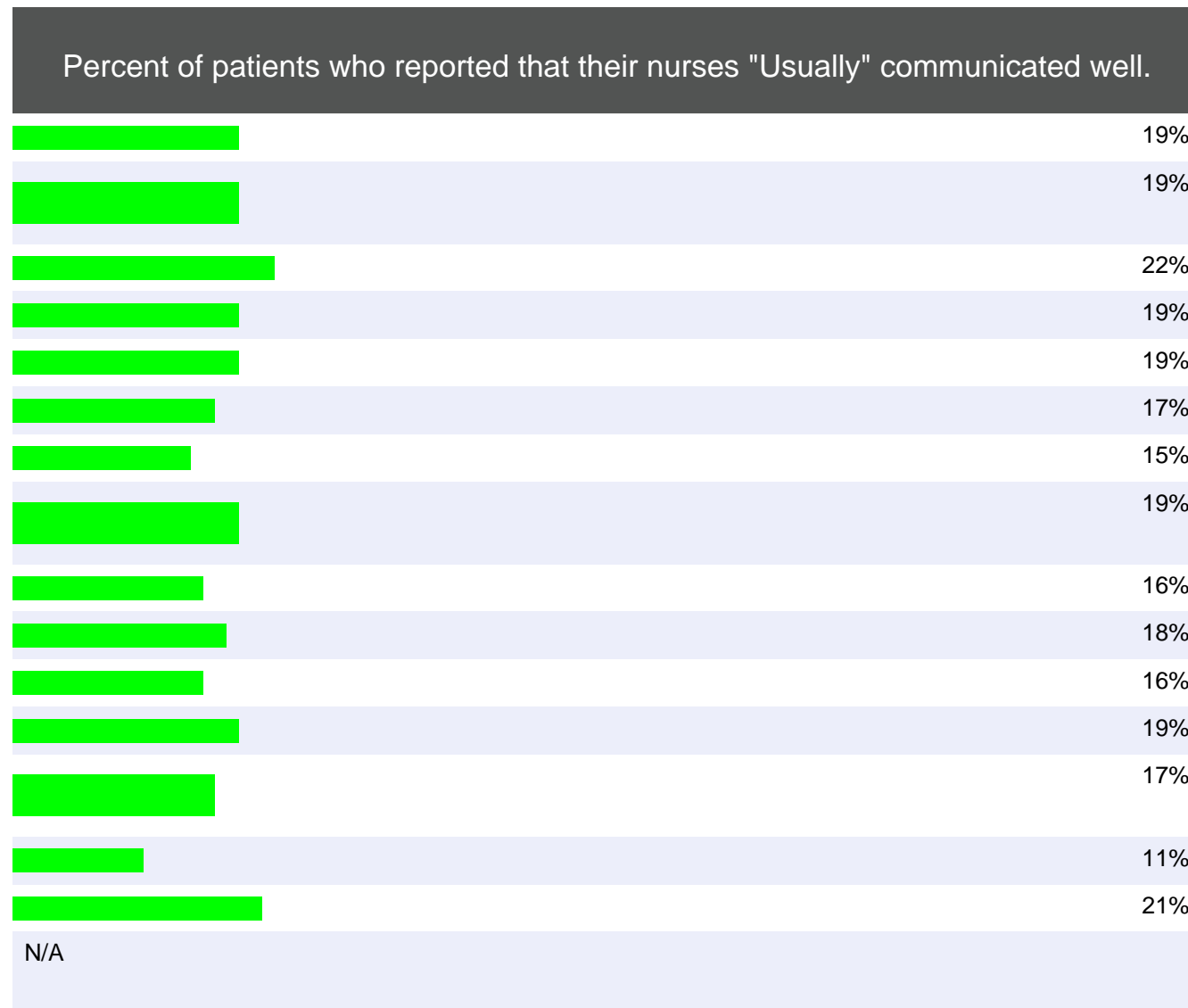
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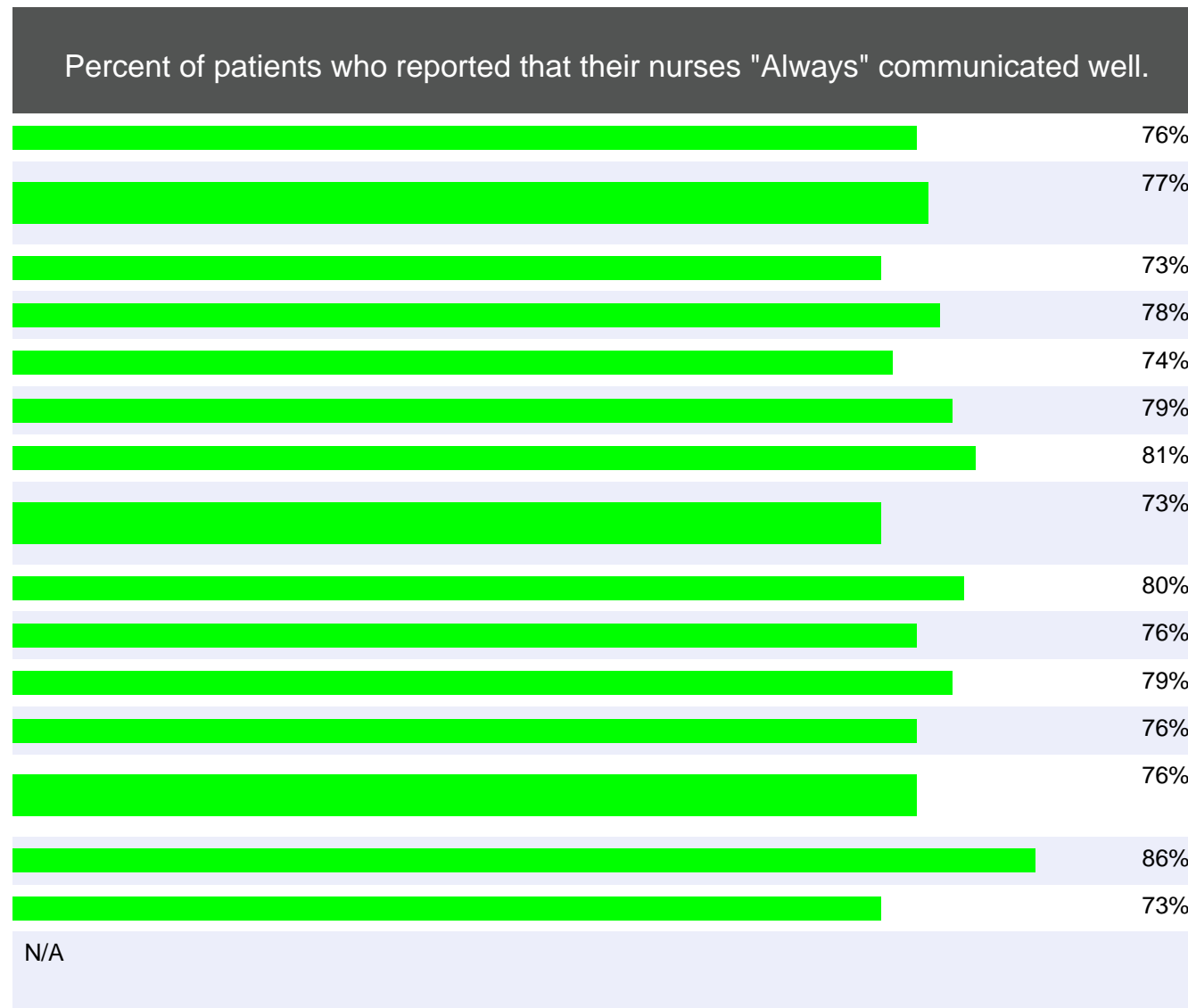
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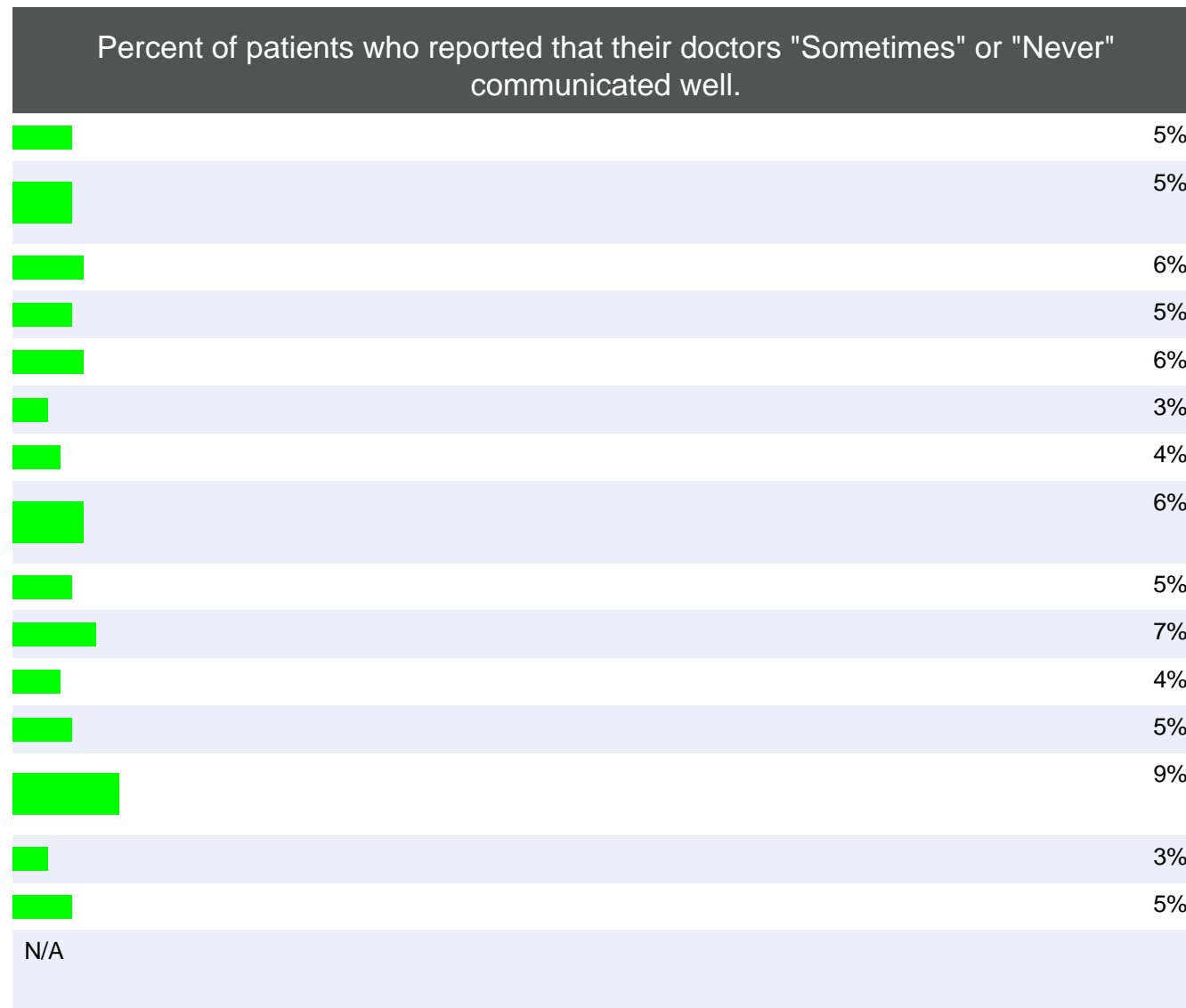
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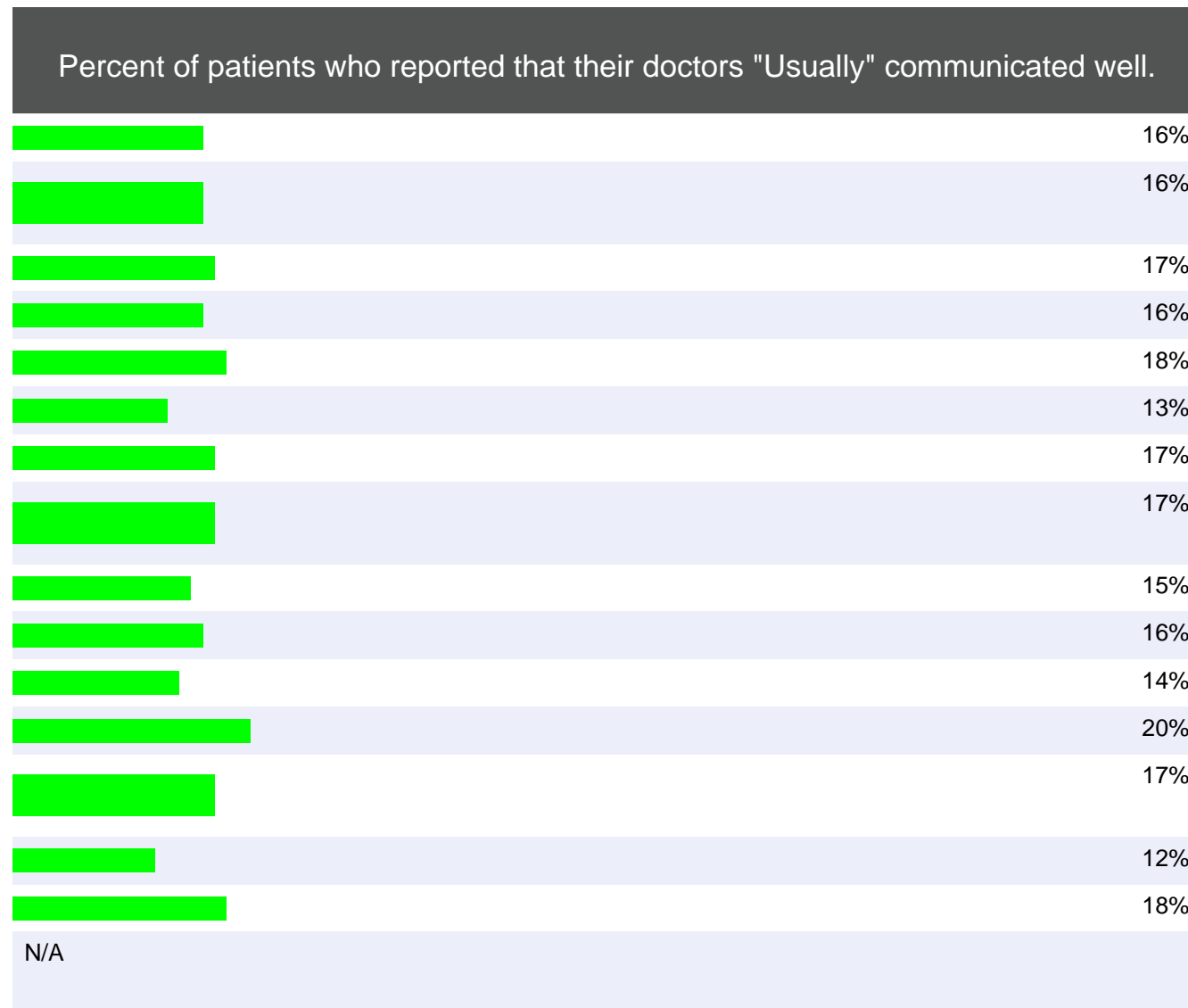
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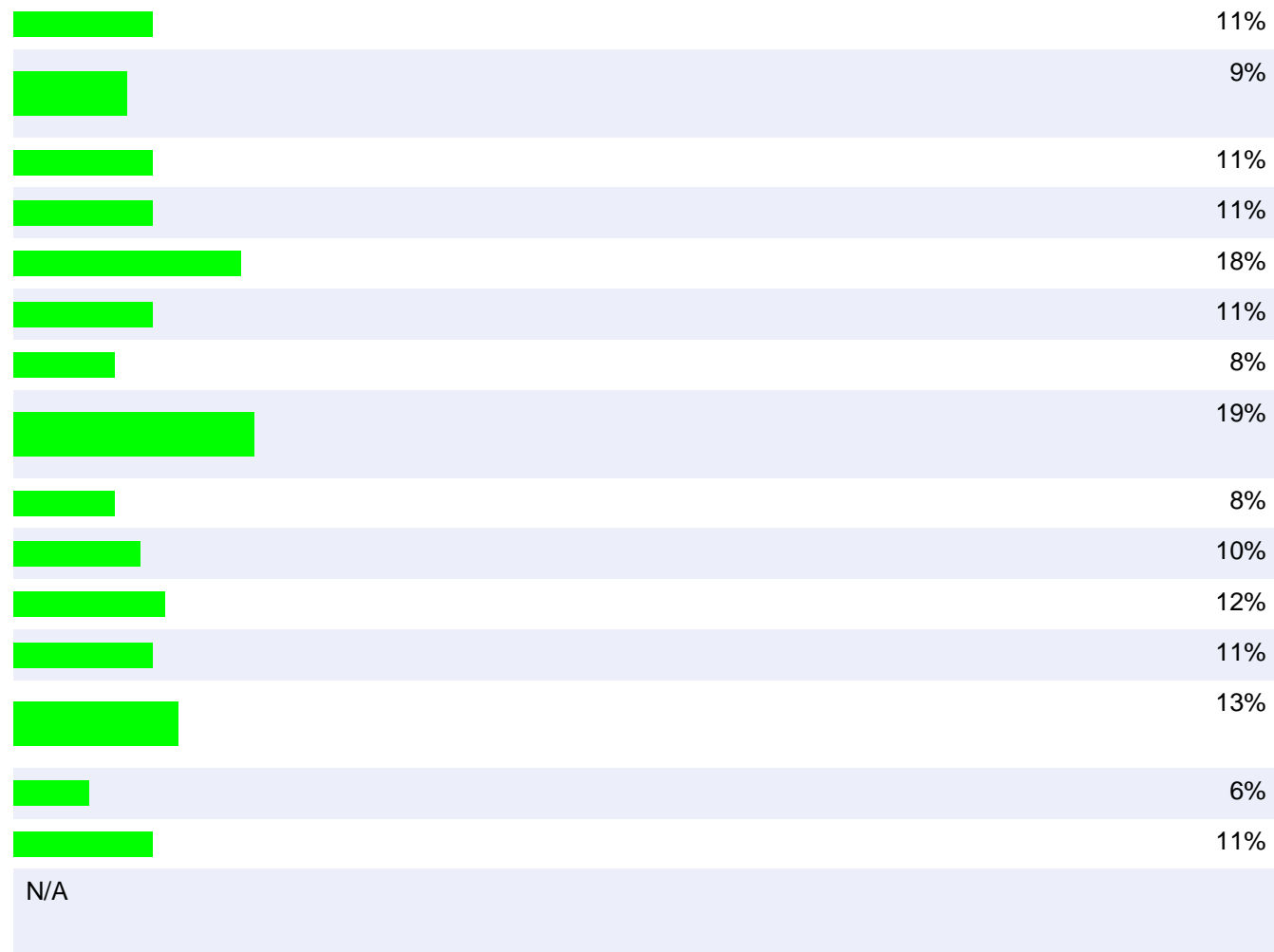
Percent of patients who reported that their doctors "Always" communicated well.



# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

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Percent of patients who reported that they "Sometimes" or "Never" received help as soon as they wanted.



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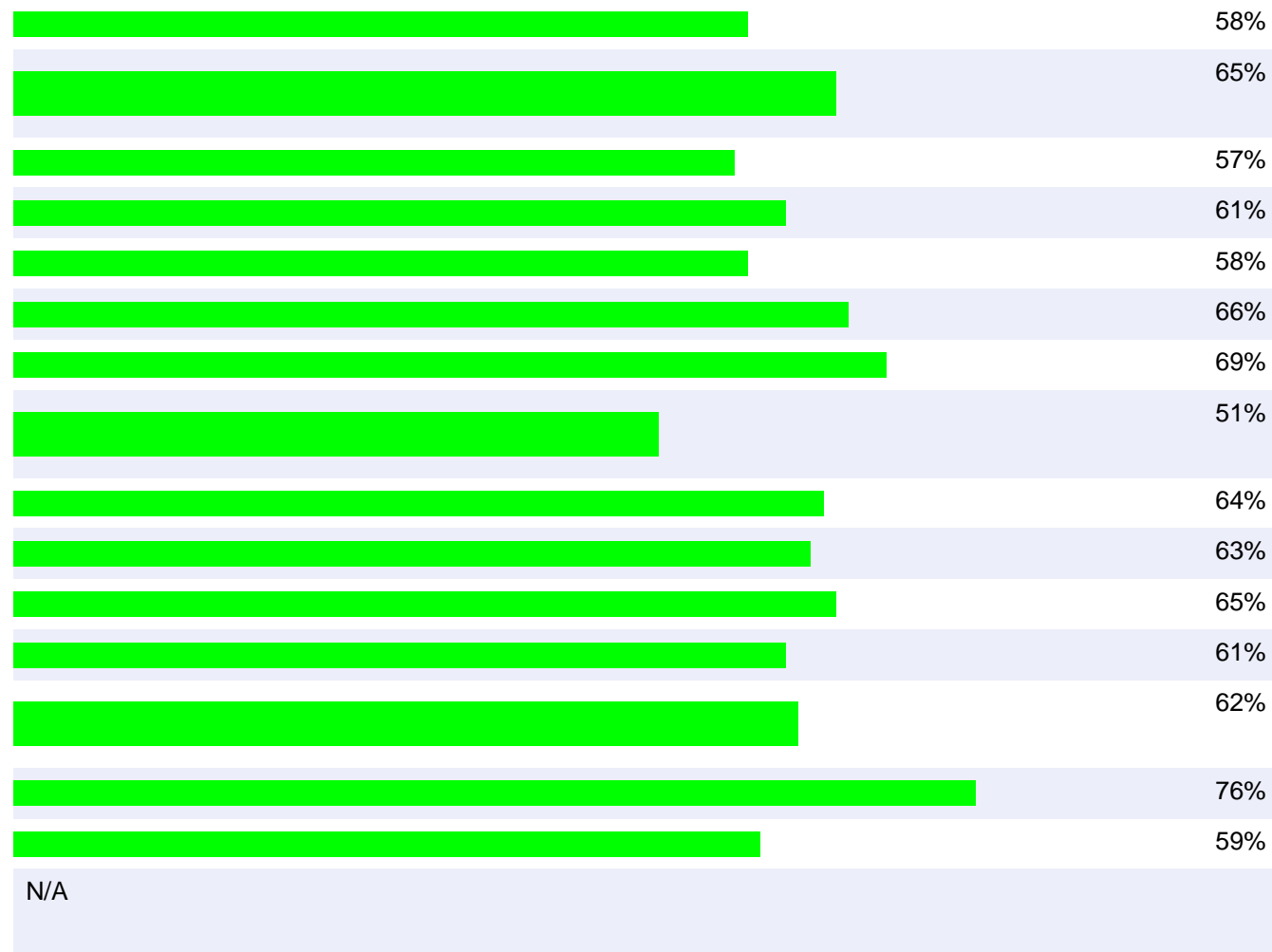
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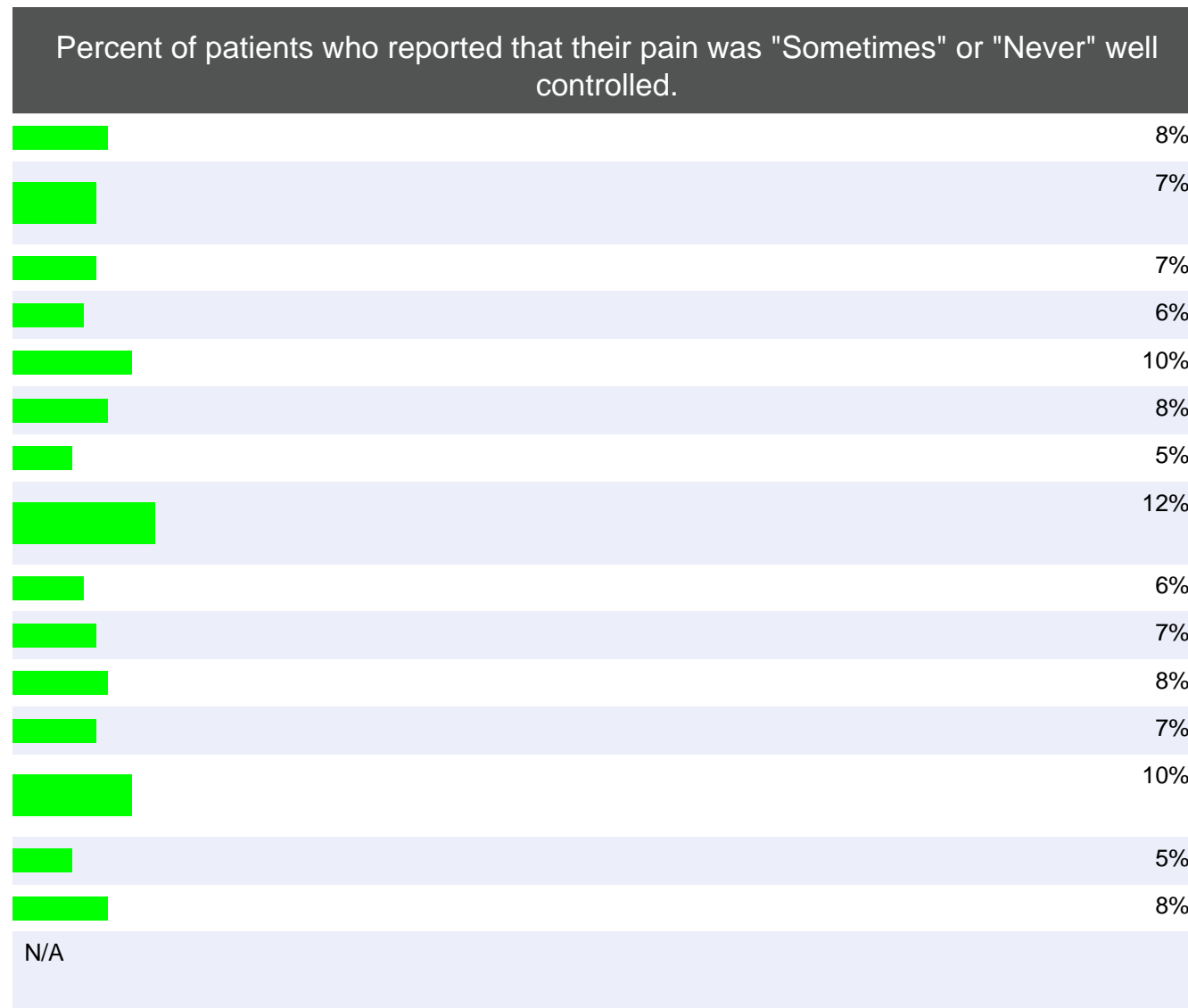
Based on Survey of Patients' Hospital Experiences (HCAHPS)

Percent of patients who reported that they "Always" received help as soon as they wanted.



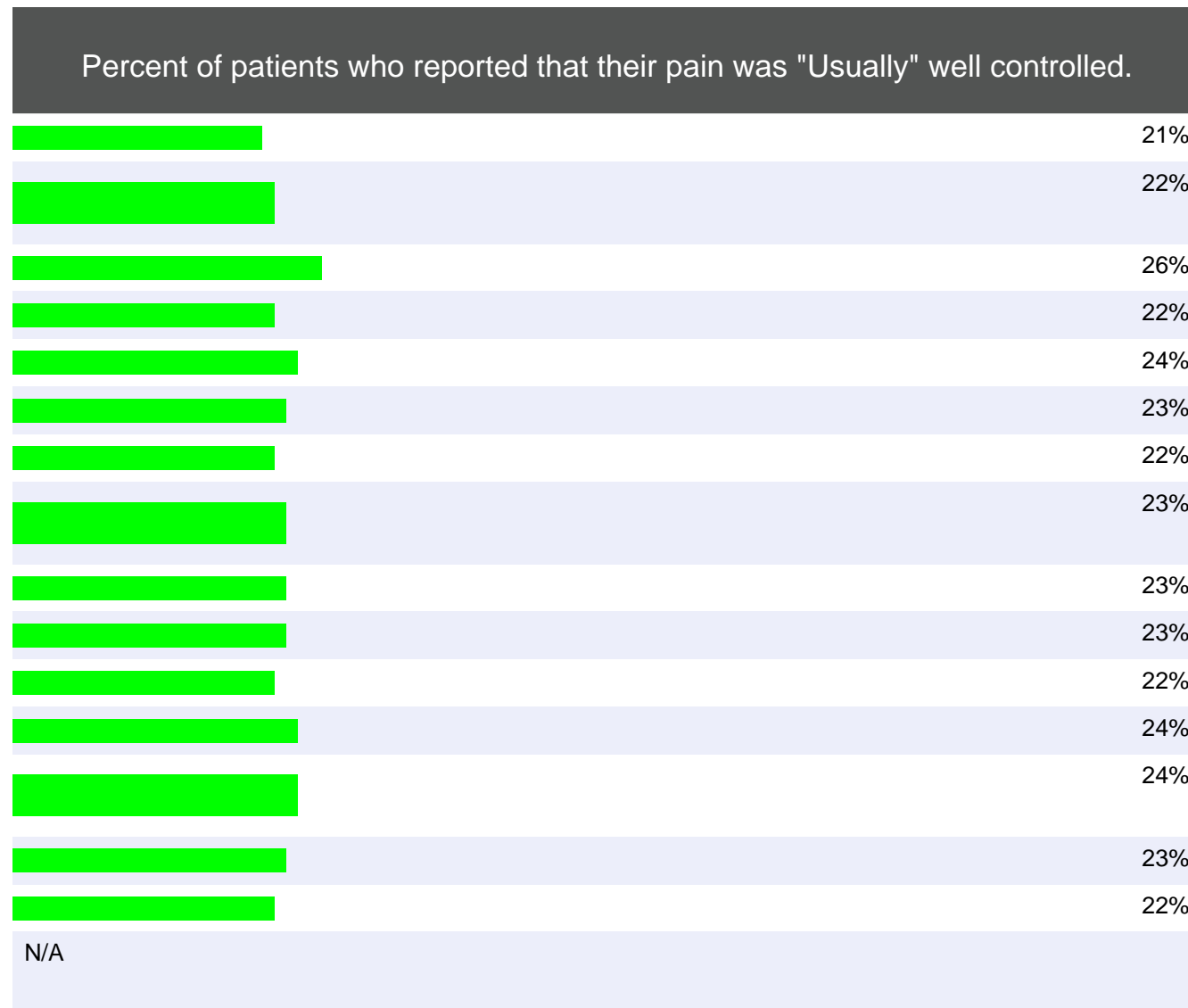
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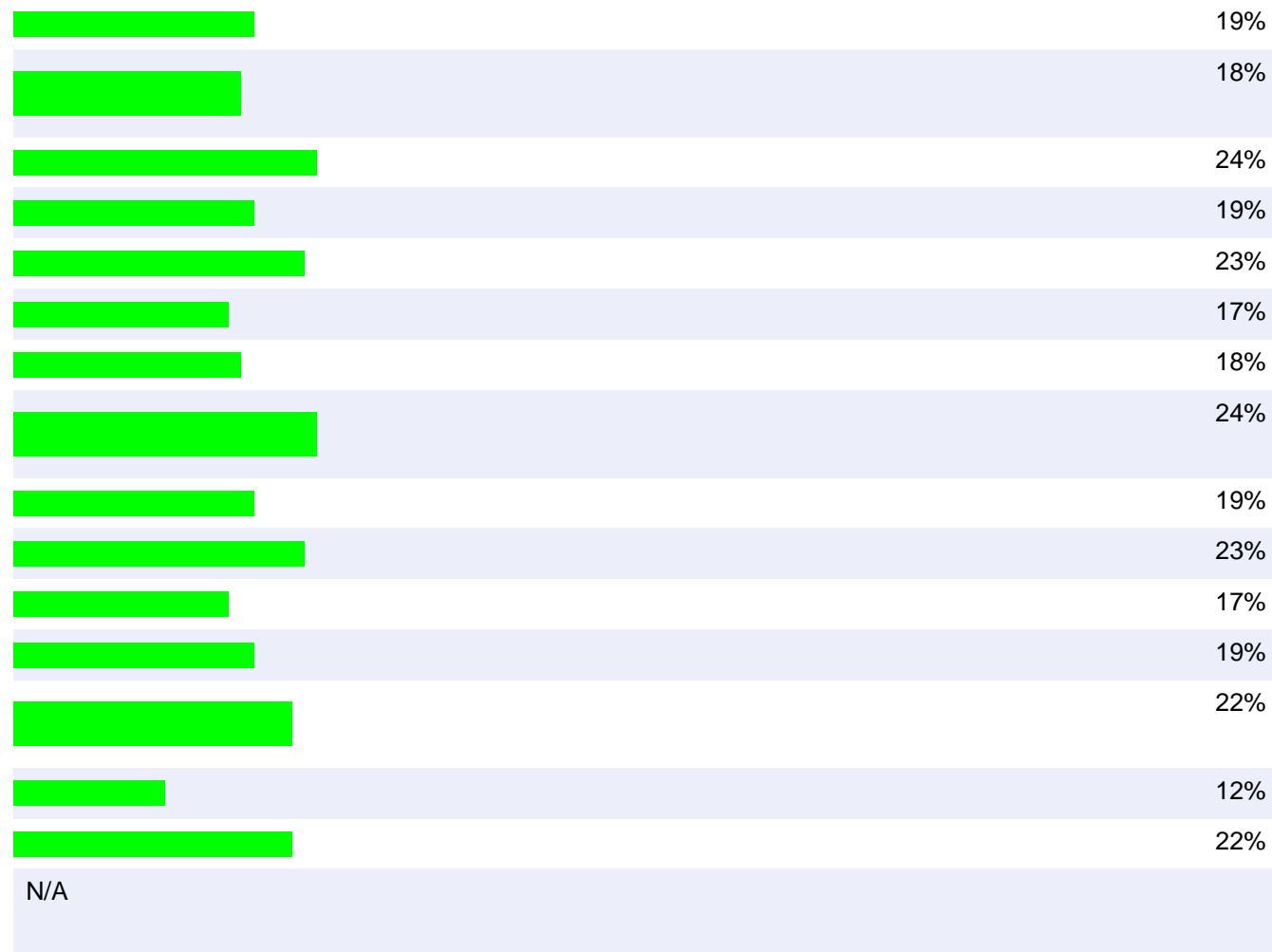
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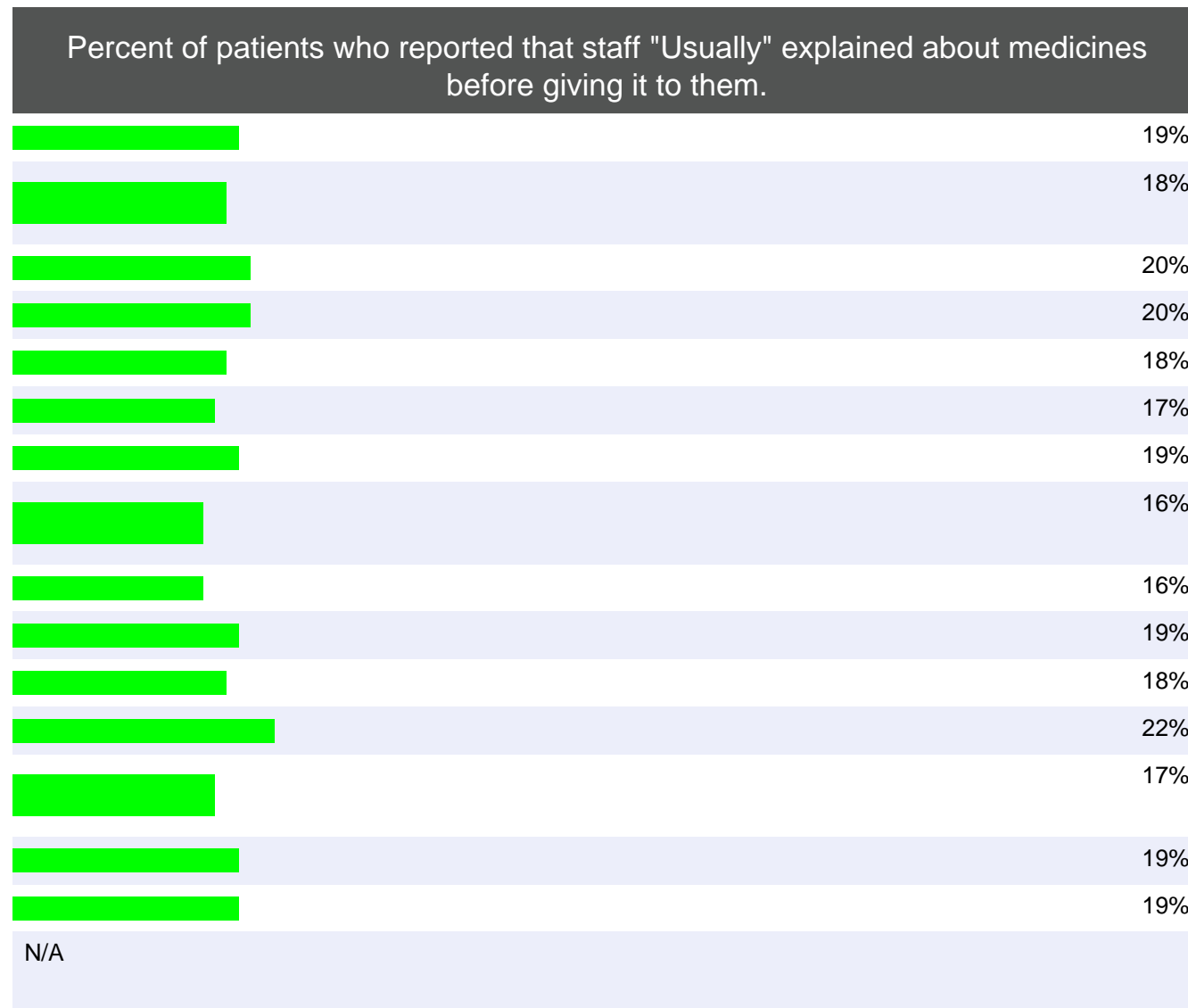
Percent of patients who reported that staff "Sometimes" or "Never" explained about medicines before giving it to them.





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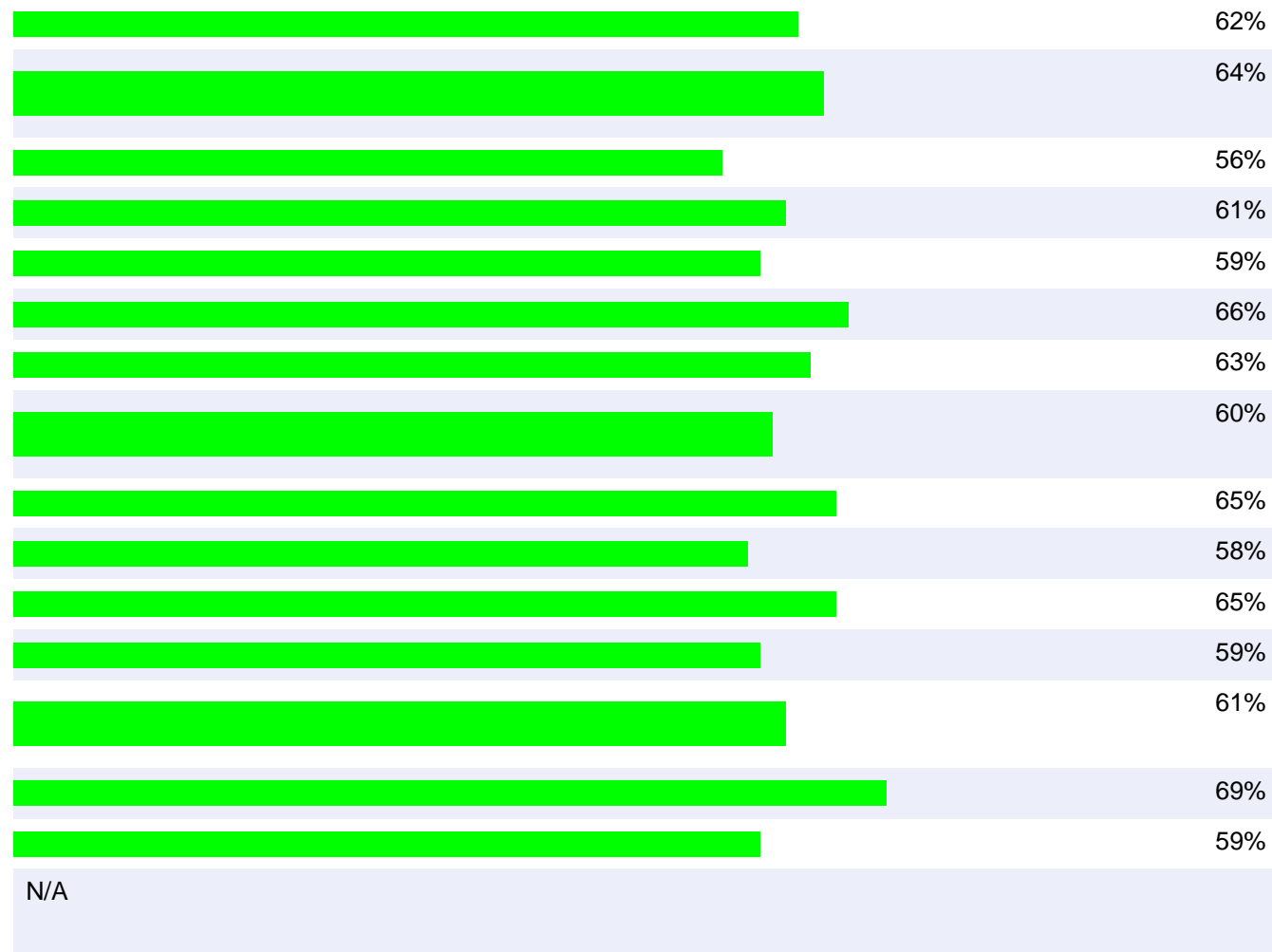
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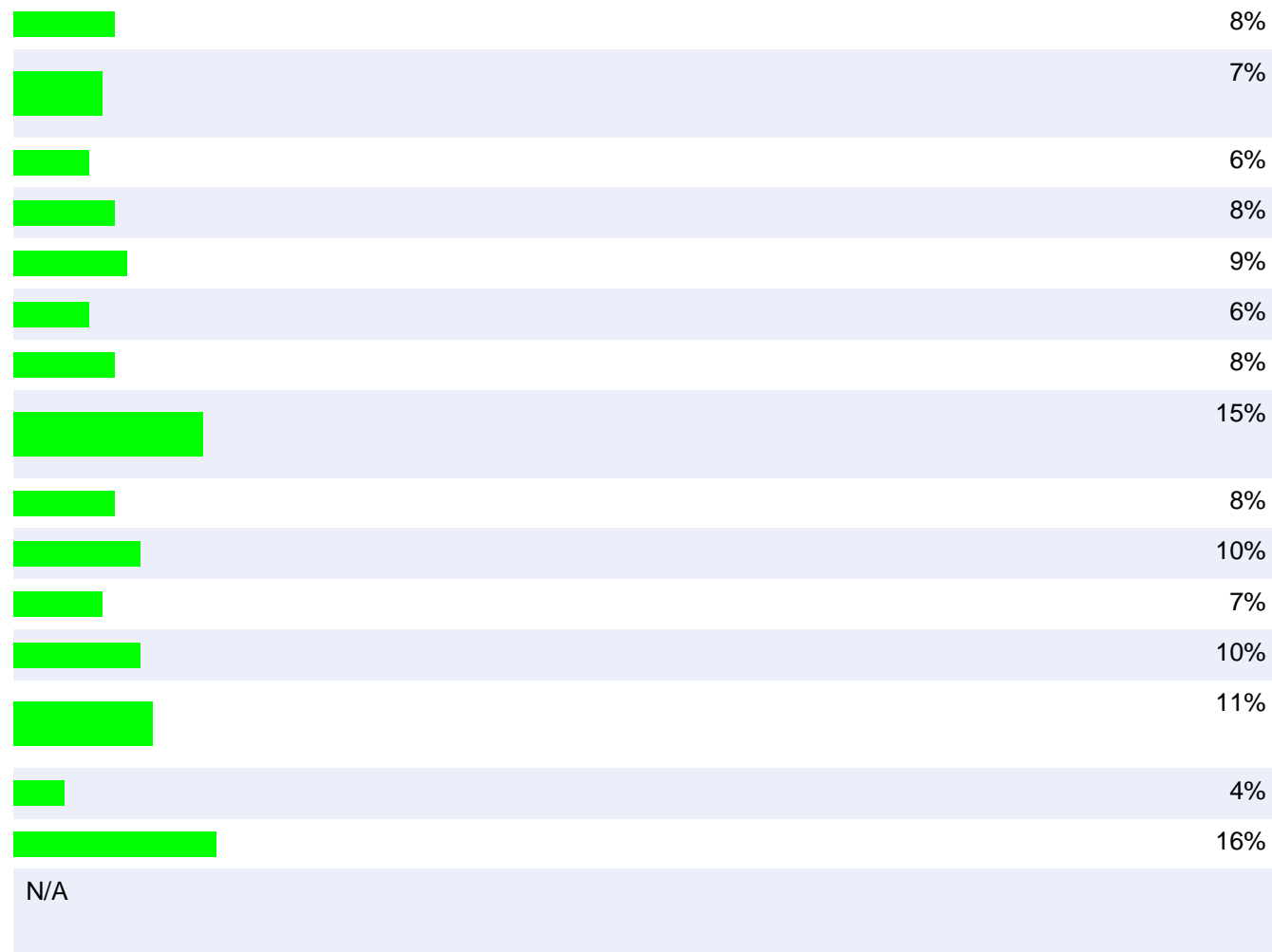
Percent of patients who reported that staff "Always" explained about medicines before giving it to them.



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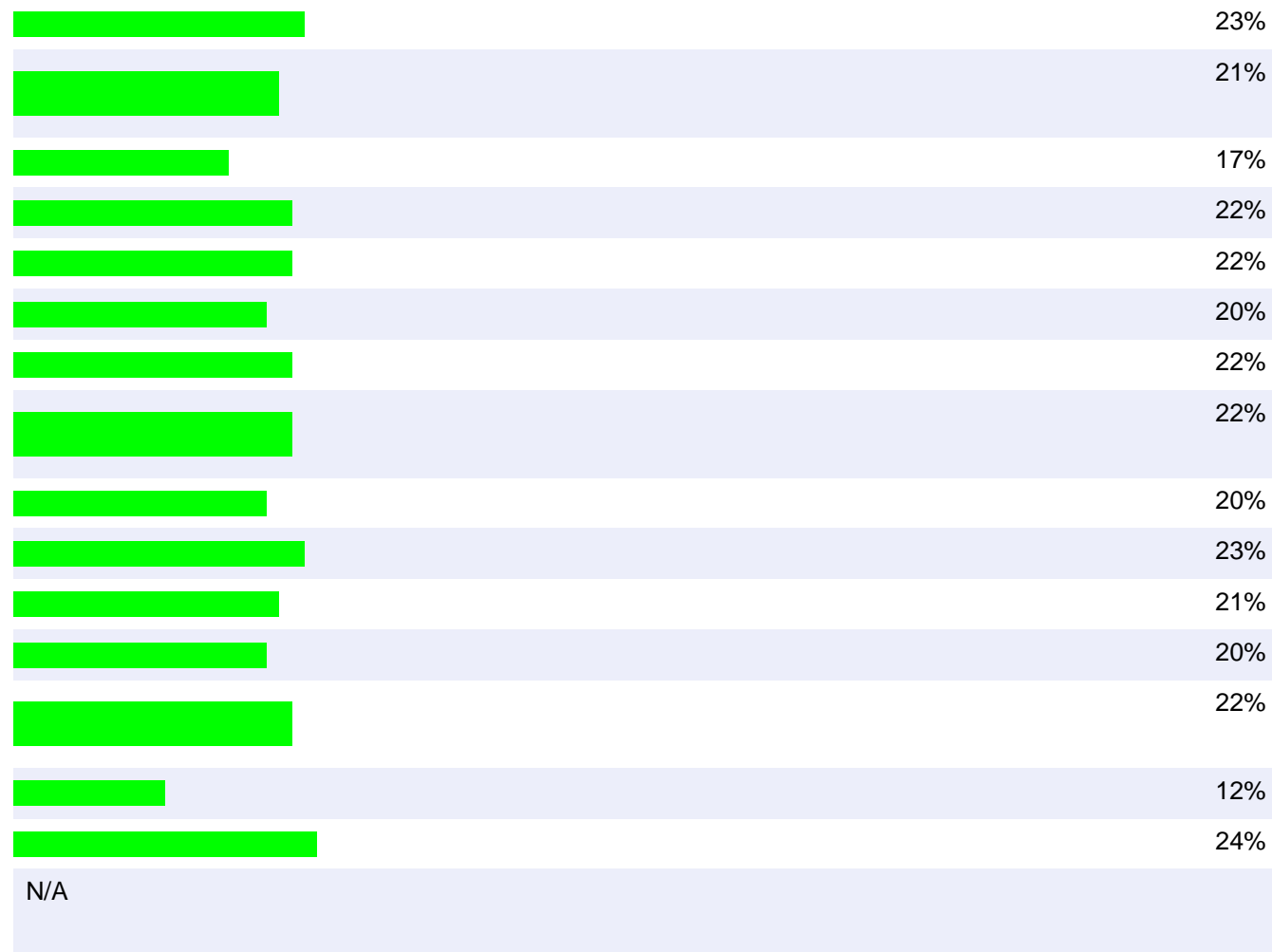
Percent of patients who reported that their room and bathroom were "Sometimes" or "Never" clean.



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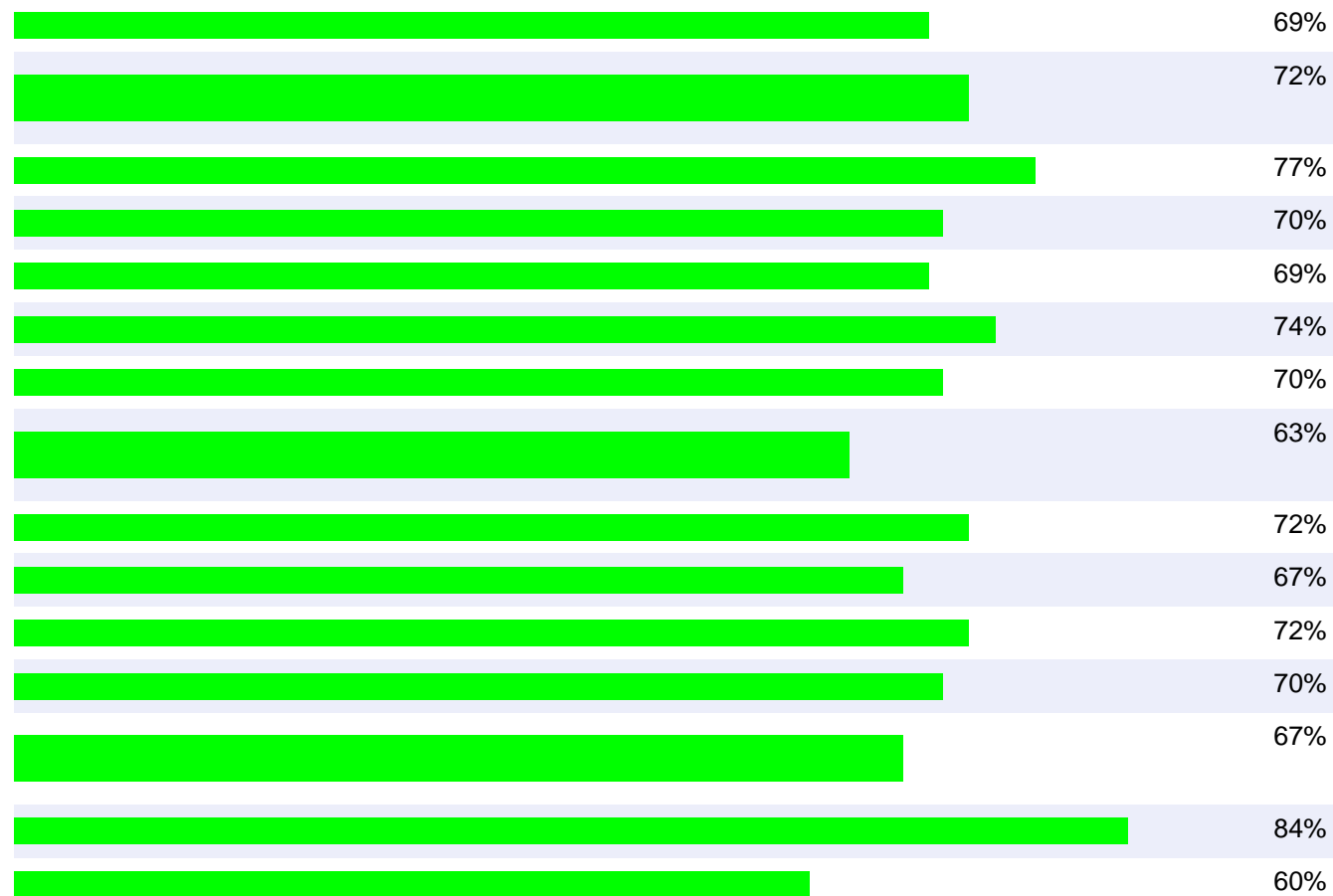
Percent of patients who reported that their room and bathroom were "Usually" clean.



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Percent of patients who reported that their room and bathroom were "Always" clean.

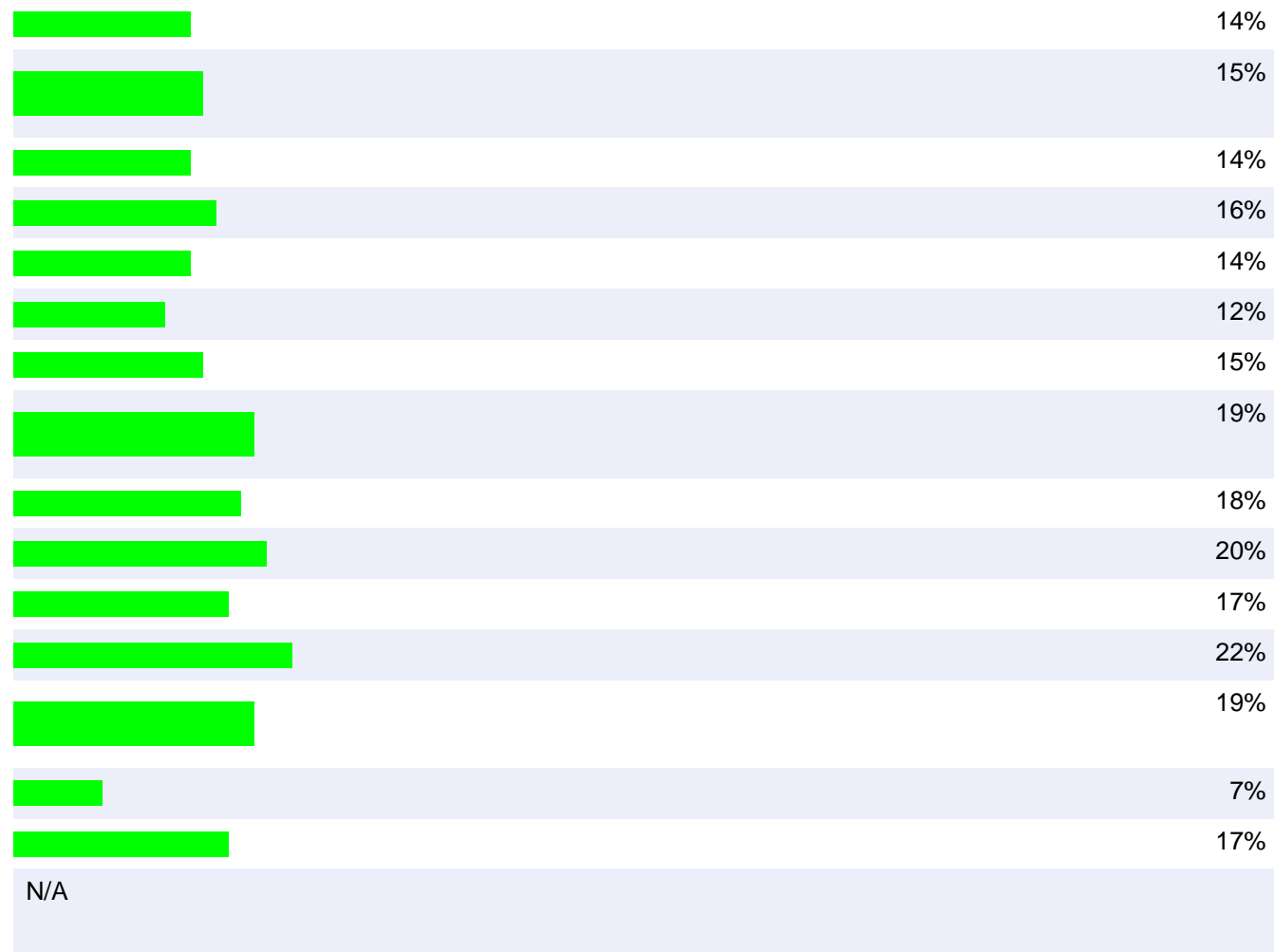


N/A

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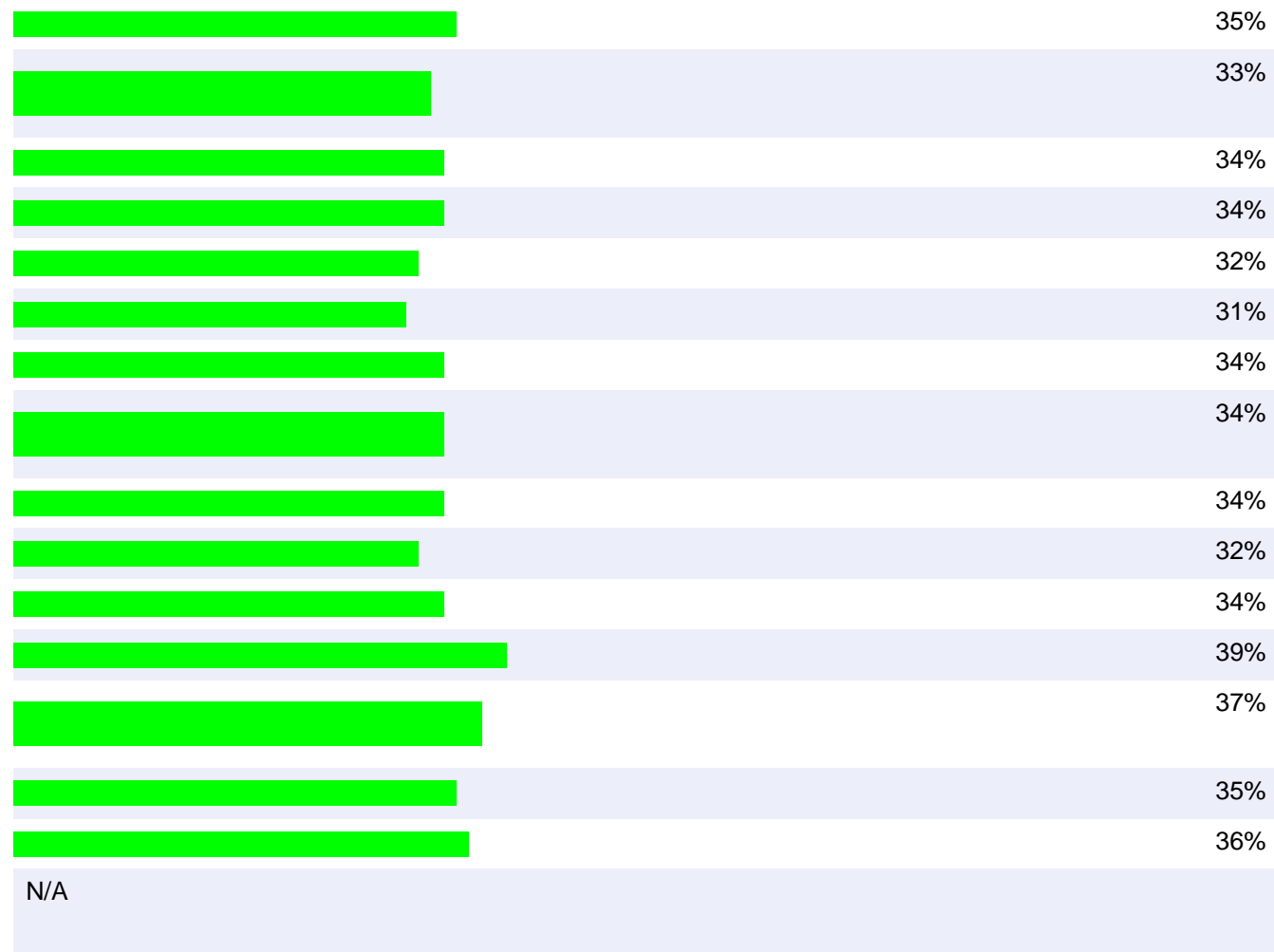
Percent of patients who reported that the area around their room was "Sometimes" or "Never" quiet at night.



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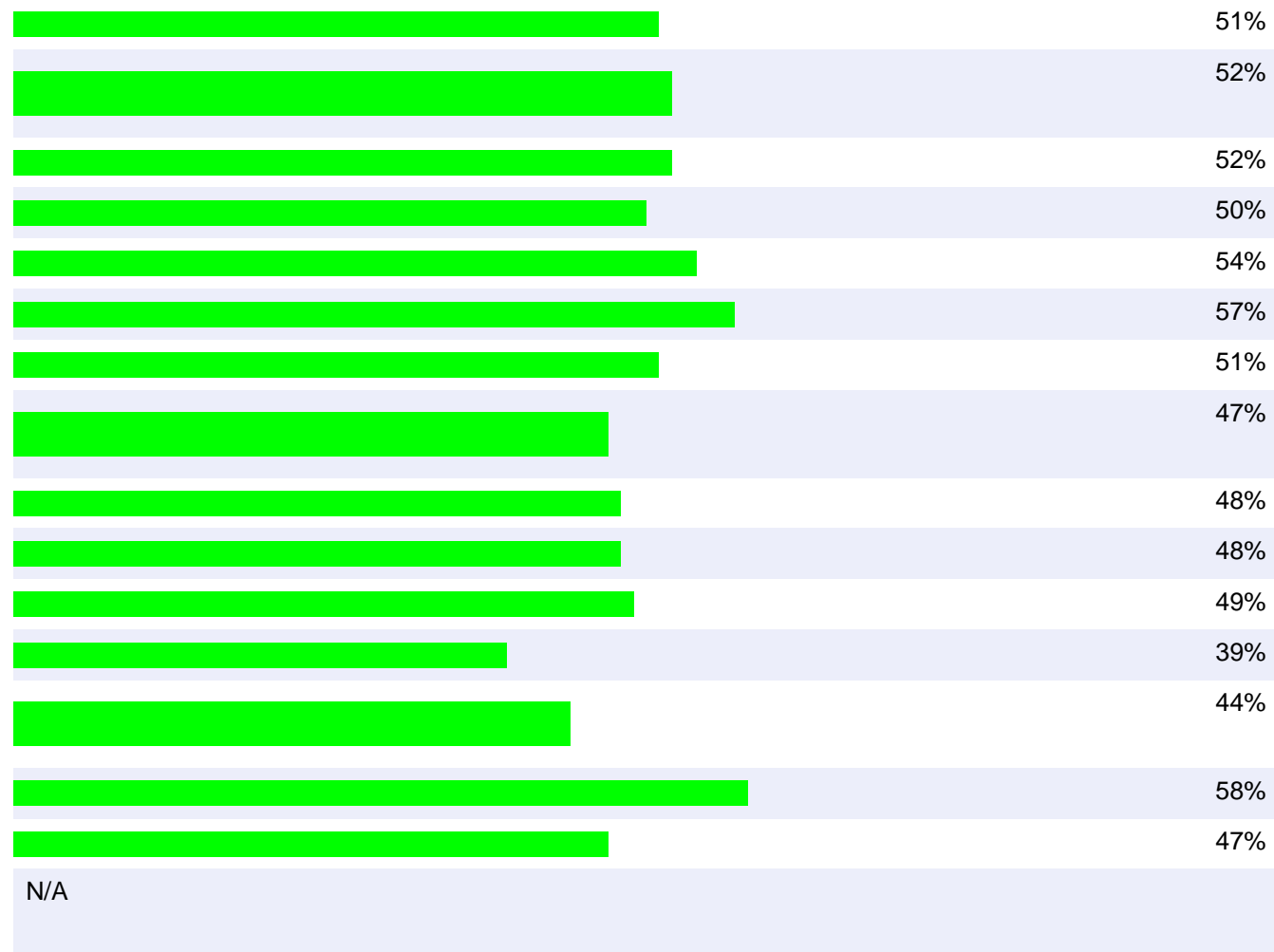
Percent of patients who reported that the area around their room was "Usually" quiet at night.



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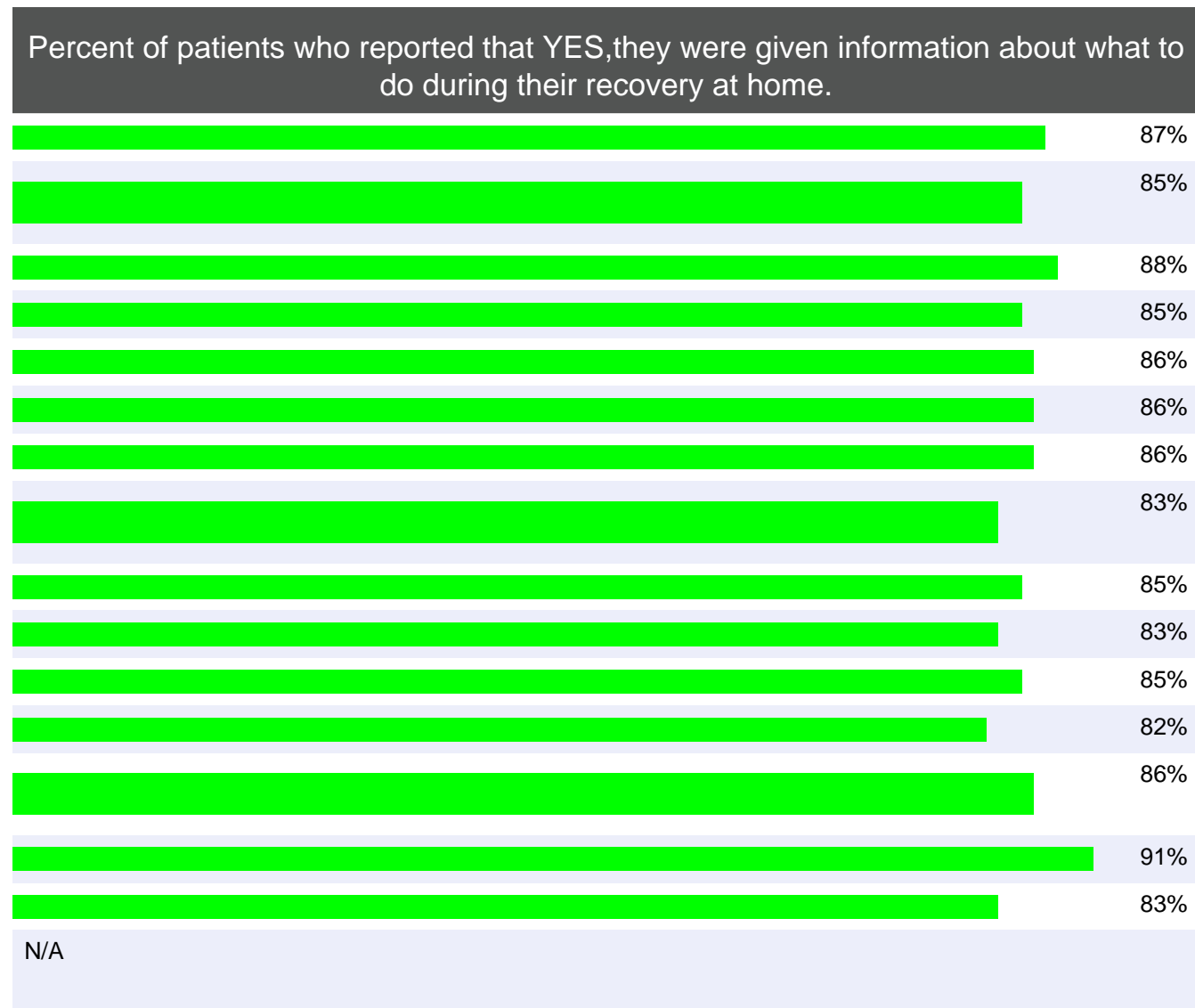
Percent of patients who reported that the area around their room was "Always" quiet at night.





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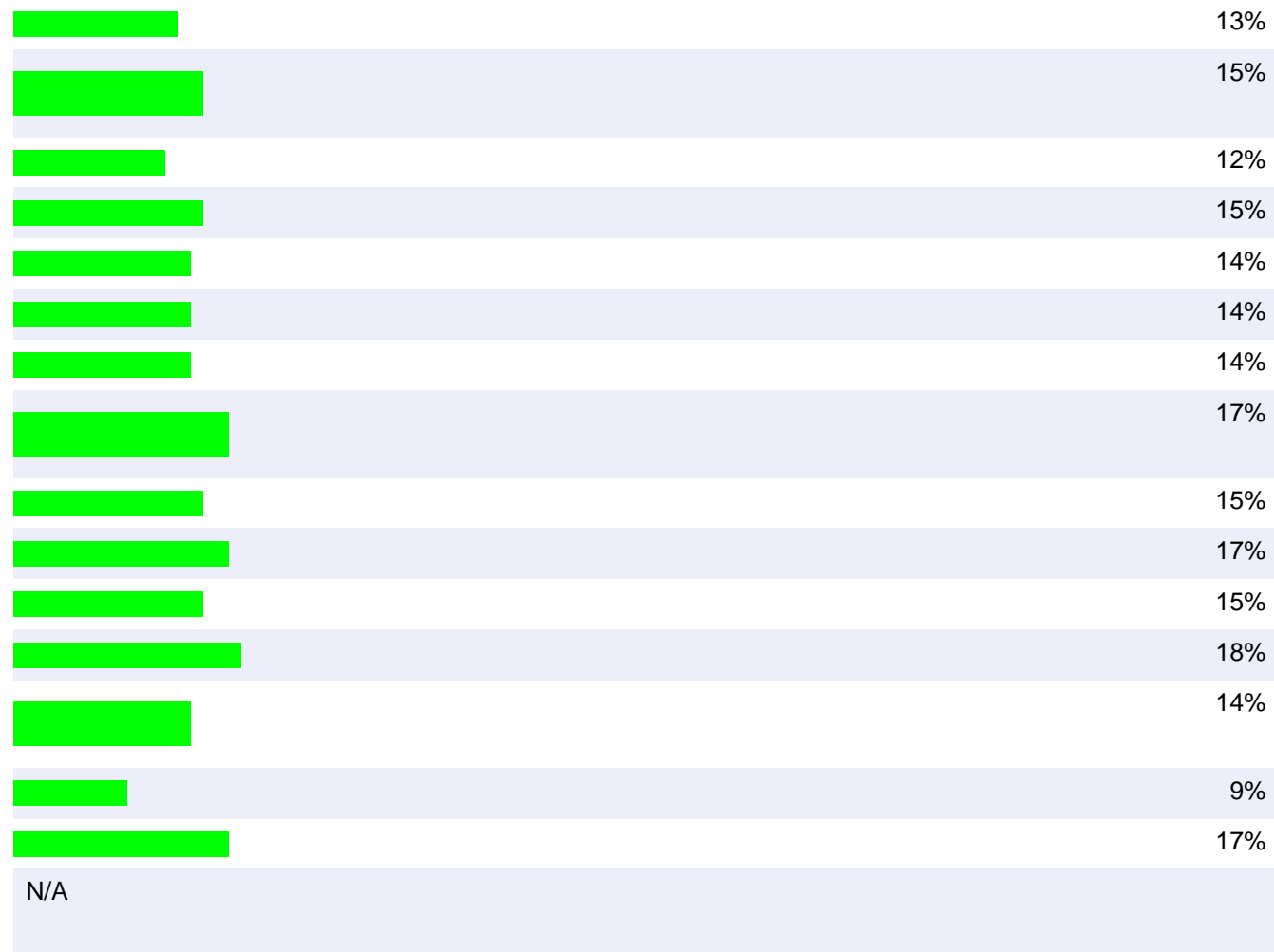
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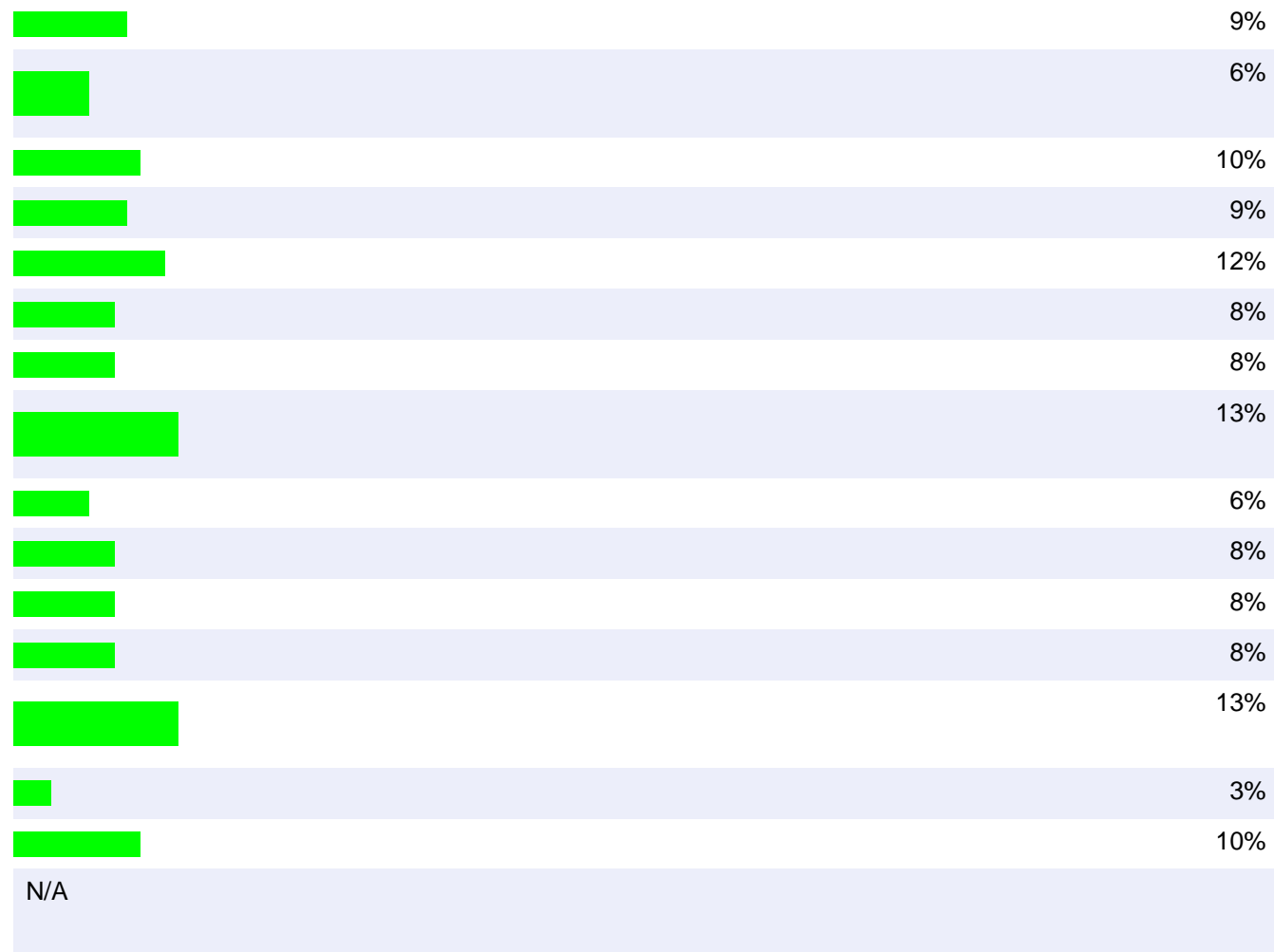
Percent of patients who reported that they were not given information about what to do during their recovery at home.



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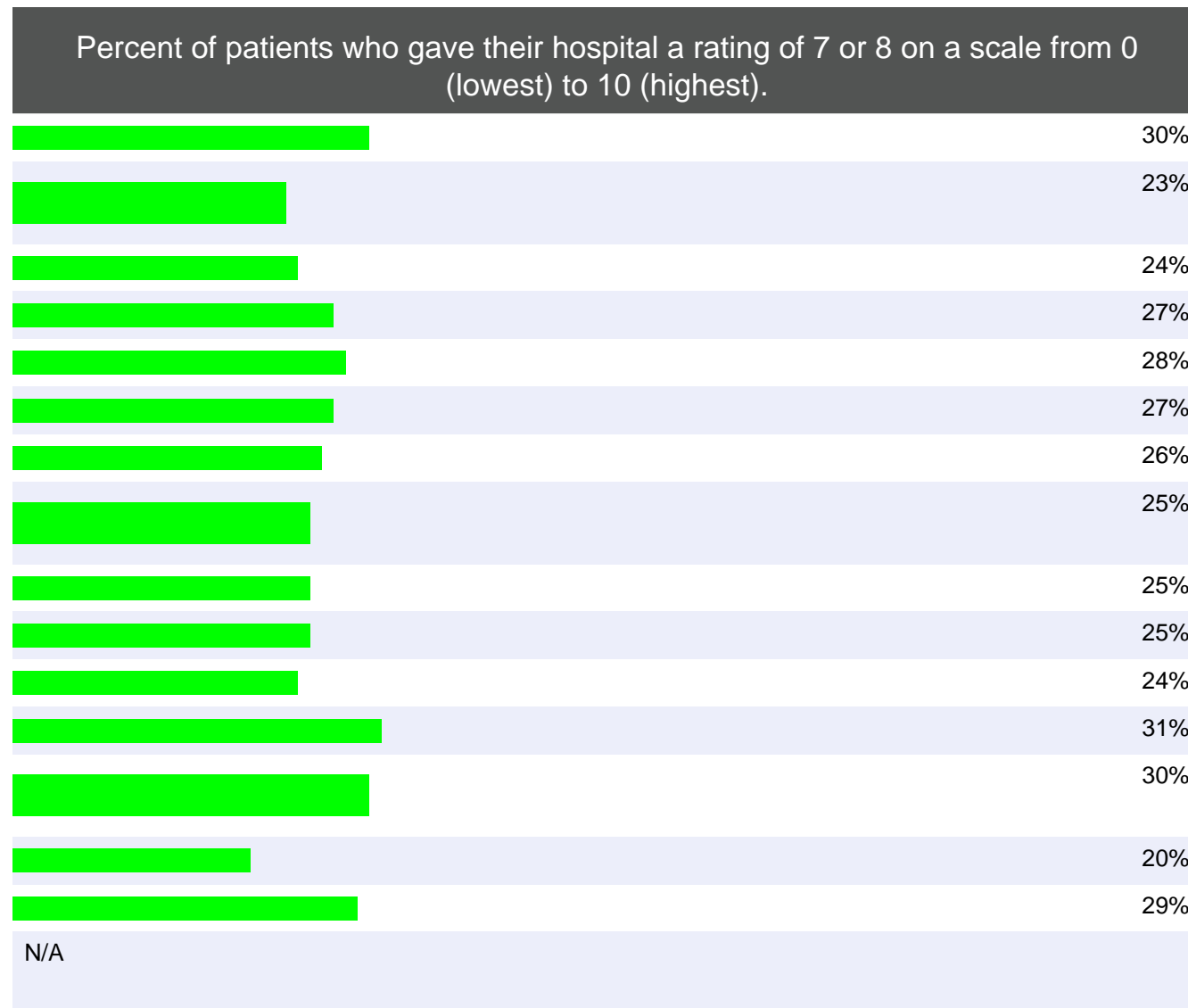
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Percent of patients who gave their hospital a rating of 6 or lower on a scale from 0 (lowest) to 10 (highest).



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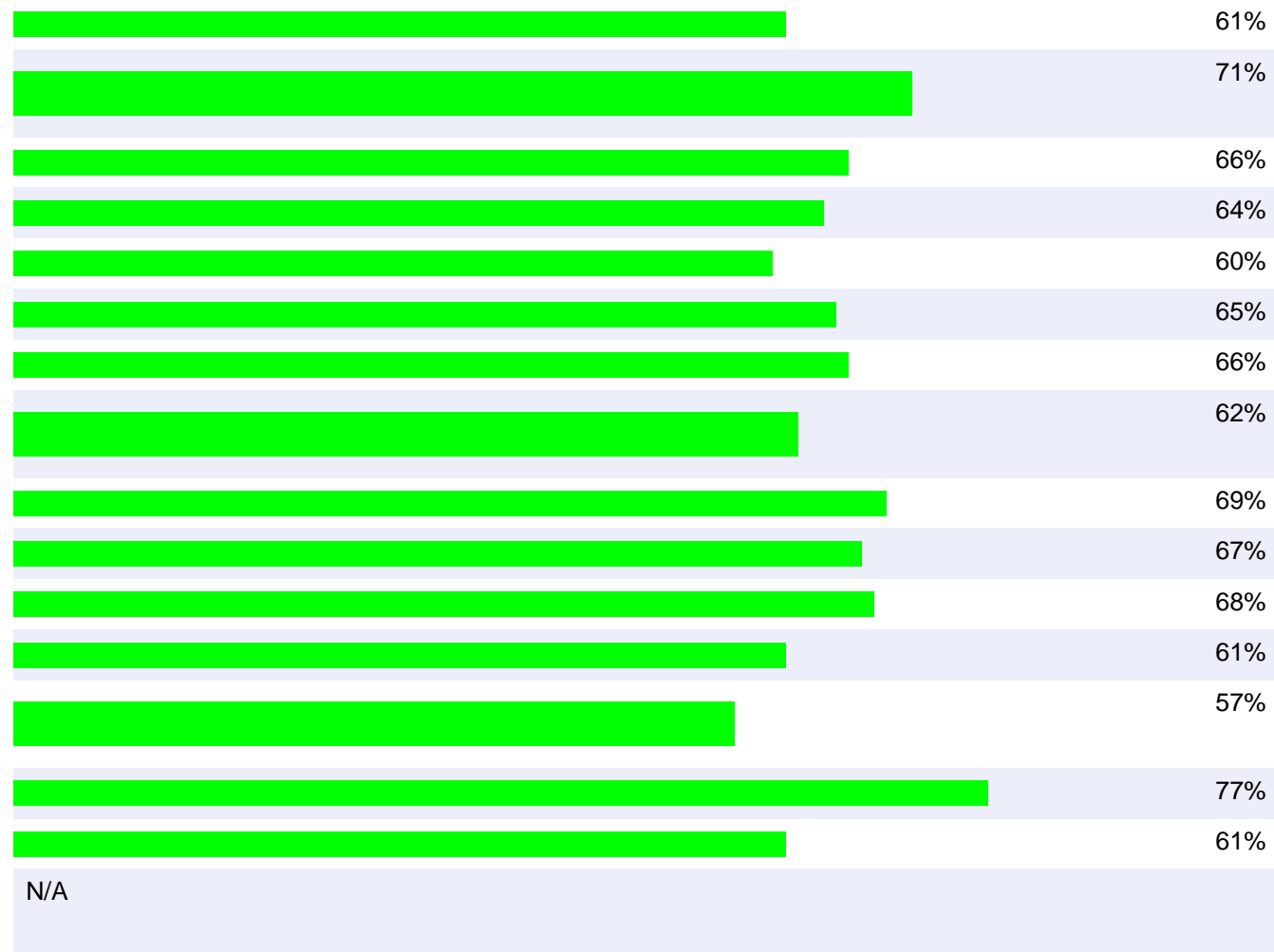
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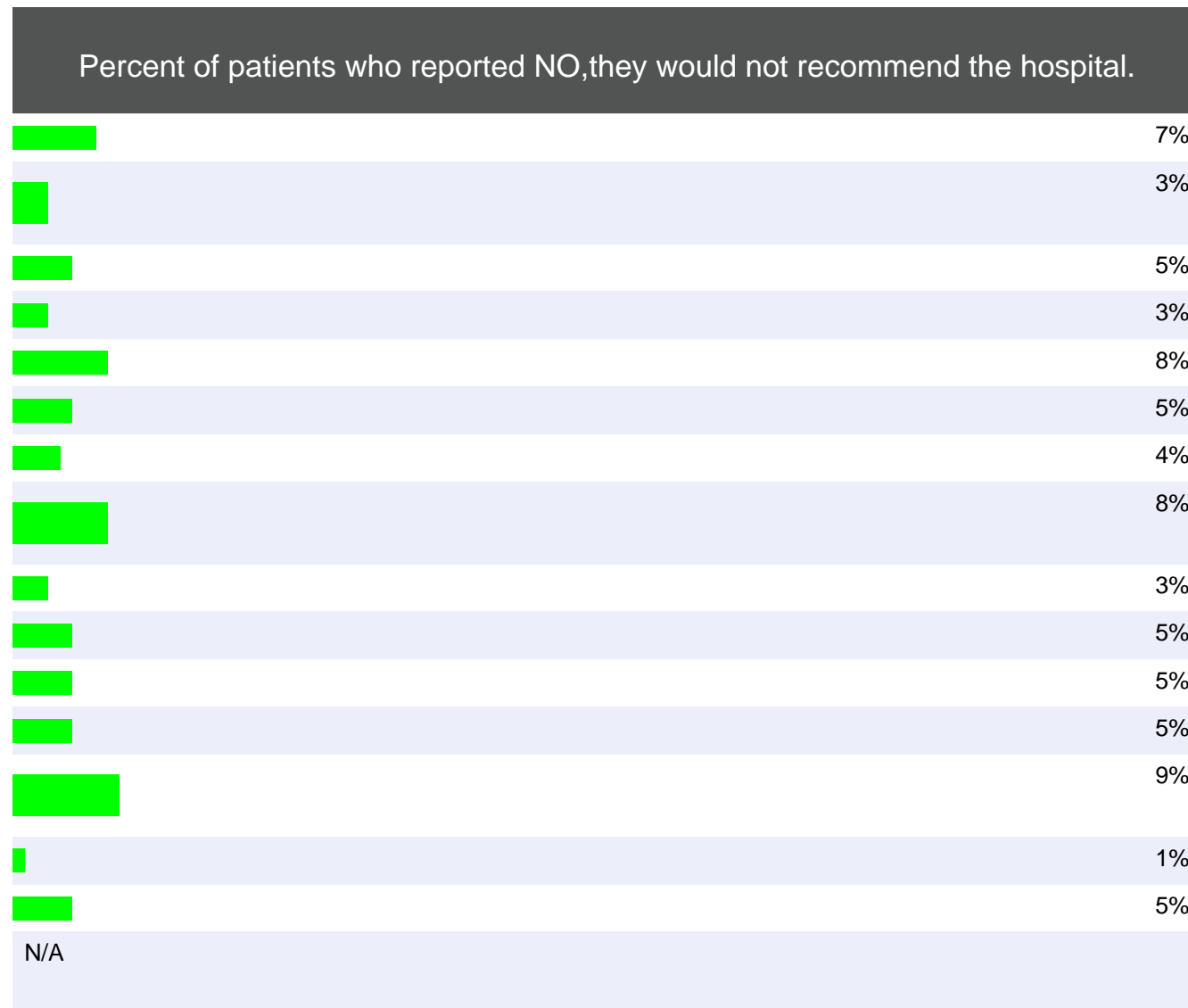
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Percent of patients who gave their hospital a rating of 9 or 10 on a scale from 0 (lowest) to 10 (highest).



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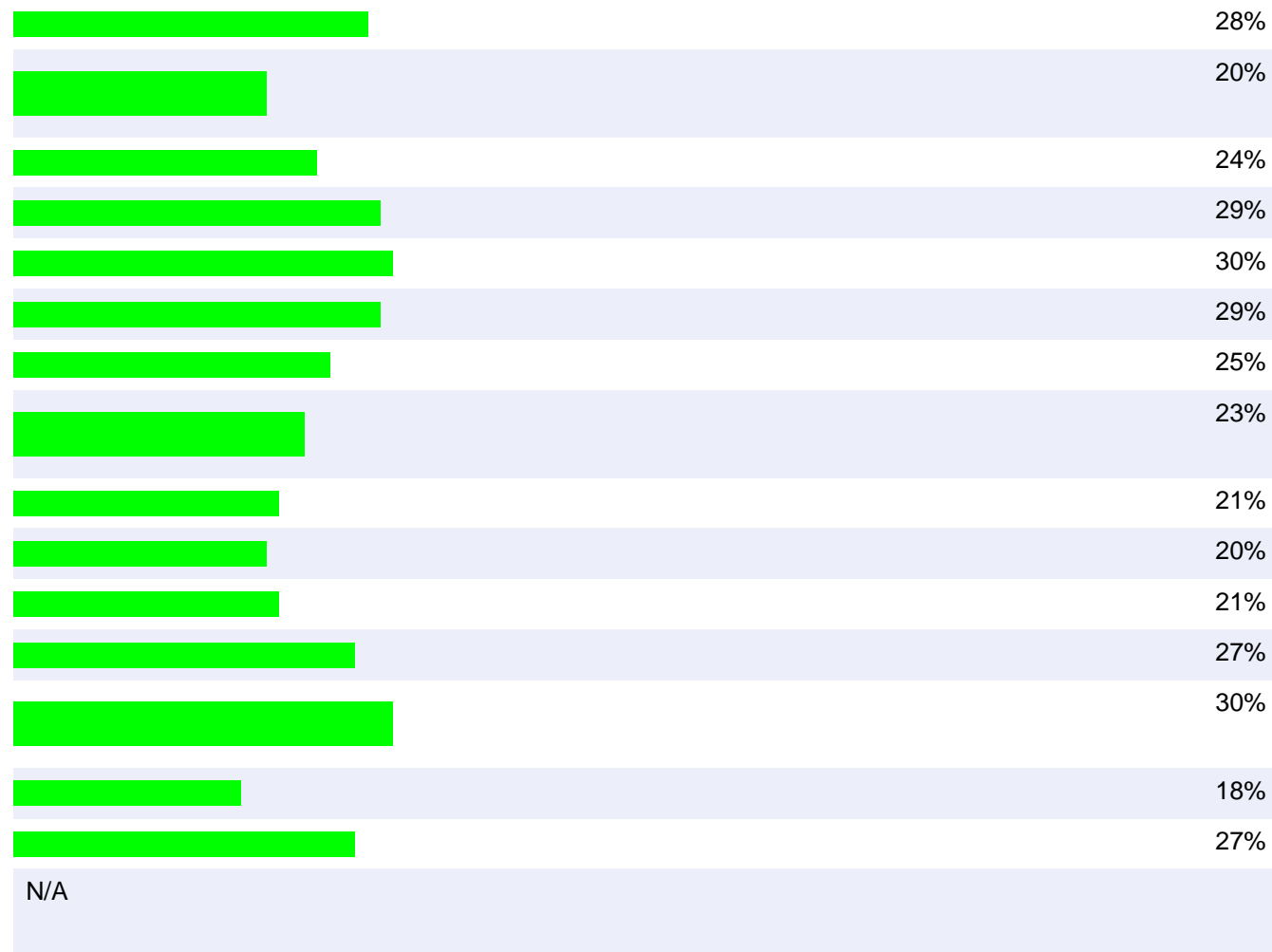
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# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

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Percent of patients who reported YES,they would probably recommend the hospital.



# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

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Percent of patients who reported YES,they would definitely recommend the hospital.








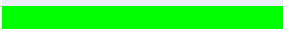

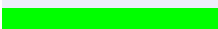



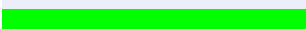

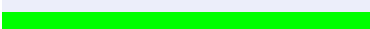



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Number of Completed Surveys	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
300 or more	
Between 100 and 299	
300 or more	
N/A	

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Survey Response Rate Percent	Hospital Footnote
 30%	
 39%	
 30%	
 26%	
 20%	
 20%	
 32%	
 19%	
 34%	
 28%	
 33%	
 34%	
 26%	There were discrepancies in the data collection process
 28%	
 30%	
N/A	No or very few patients were eligible for the HCAHPS survey

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220063	LOWELL GENERAL HOSPITAL	295 VARNUM AVENUE
220067	QUINCY MEDICAL CENTER	114 WHITWELL STREET
220070	HALLMARK HEALTH SYSTEM	585 LEBANON STREET
220071	MASSACHUSETTS GENERAL HOSPITAL	55 FRUIT STREET
220073	MORTON HOSPITAL	88 WASHINGTON STREET
220075	MASSACHUSETTS EYE AND EAR INFIRMARY	243 CHARLES STREET
220080	HOLY FAMILY HOSPITAL	70 EAST STREET
220083	BETH ISRAEL DEACONESS HOSPITAL - NEEDHAM	148 CHESTNUT STREET
220084	EMERSON HOSPITAL	OLD ROAD TO 9 ACRE CORNER
220086	BETH ISRAEL DEACONESS MEDICAL CENTER	330 BROOKLINE AVENUE
220088	NEW ENGLAND BAPTIST HOSPITAL	125 PARKER HILL AVENUE
220090	MILFORD REGIONAL MEDICAL CENTER	14 PROSPECT STREET
220098	NASHOBA VALLEY MEDICAL CENTER	200 GROTON ROAD
220100	SOUTH SHORE HOSPITAL	55 FOGG ROAD
220101	NEWTON-WELLESLEY HOSPITAL	2014 WASHINGTON STREET
220105	WINCHESTER HOSPITAL	41 HIGHLAND AVENUE

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	LOWELL	MA
	QUINCY	MA
	MELROSE	MA
	BOSTON	MA
	TAUNTON	MA
	BOSTON	MA
	METHUEN	MA
	NEEDHAM	MA
	W CONCORD	MA
	BOSTON	MA
	BOSTON	MA
	MILFORD	MA
	AYER	MA
	SOUTH WEYMOUTH	MA
	NEWTON	MA
	WINCHESTER	MA

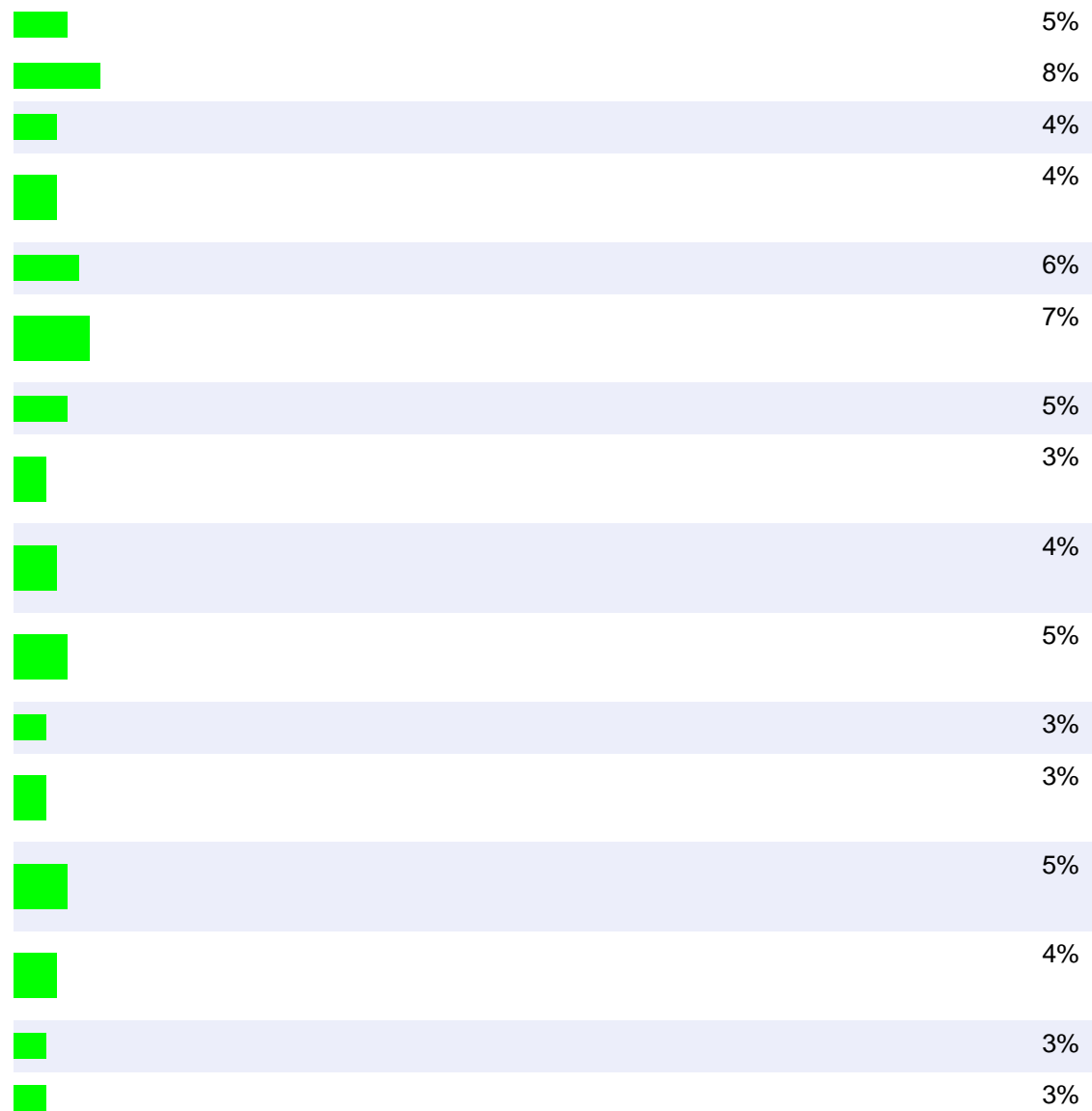
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02169	NORFOLK	6177736100
02176	MIDDLESEX	7819793000
02114	SUFFOLK	6177262000
02780	BRISTOL	5088287000
02114	SUFFOLK	6175237900
01844	ESSEX	9786870156
02494	NORFOLK	7814533000
01742	MIDDLESEX	9783691400
02215	SUFFOLK	6176677000
02120	SUFFOLK	6177545800
01757	WORCESTER	5084731190
01432	MIDDLESEX	9787849000
02190	NORFOLK	7813408000
02462	MIDDLESEX	6172436000
01890	MIDDLESEX	7817299000

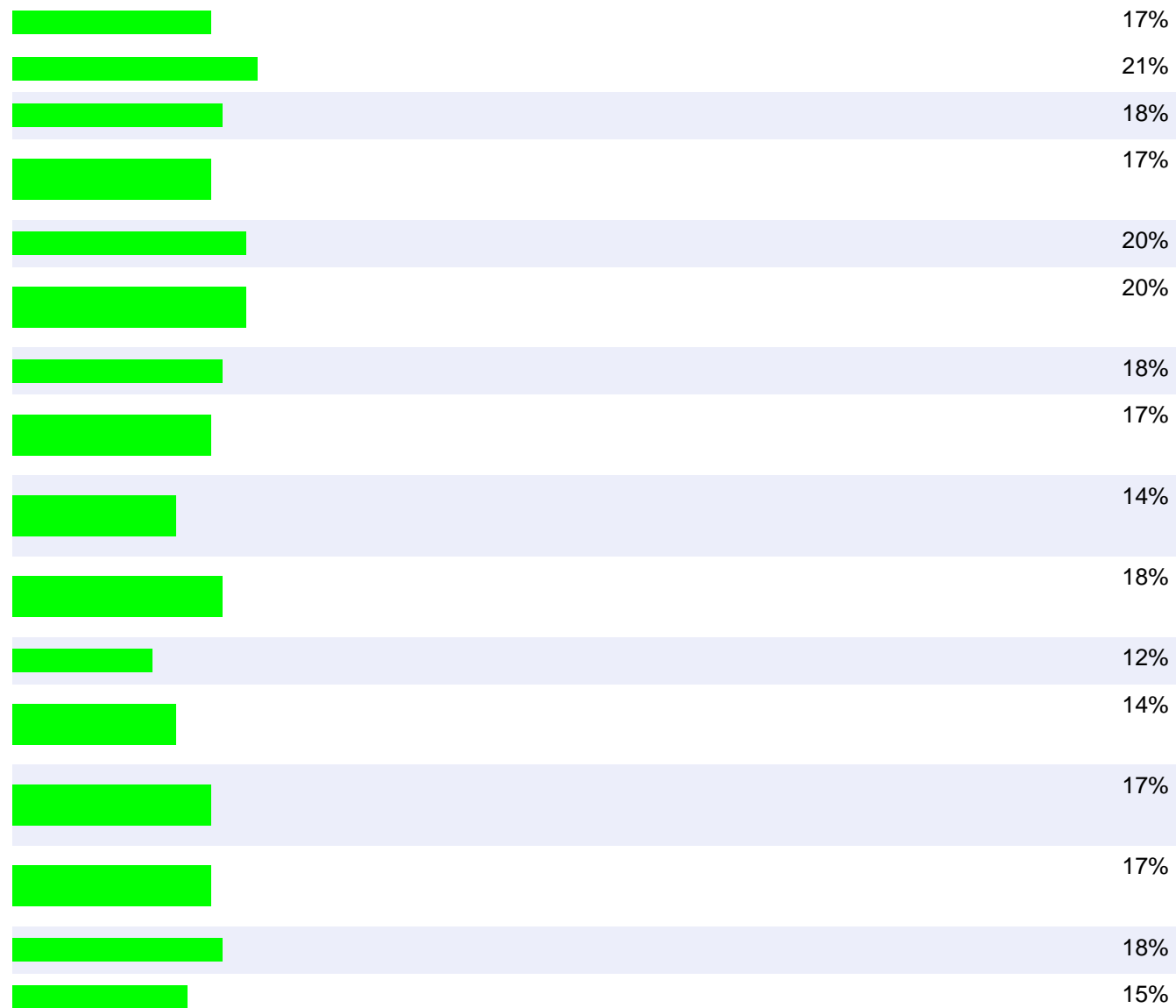
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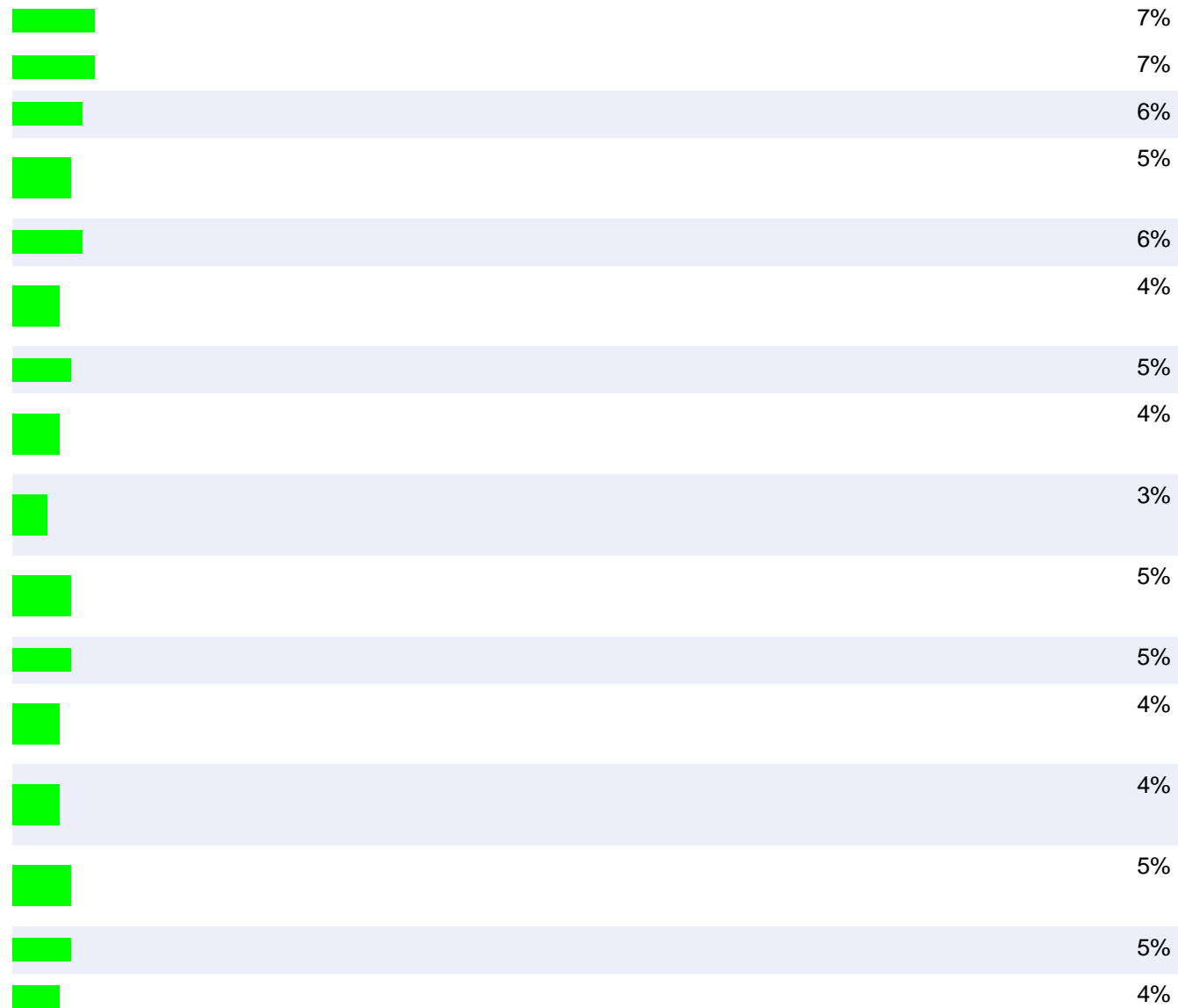
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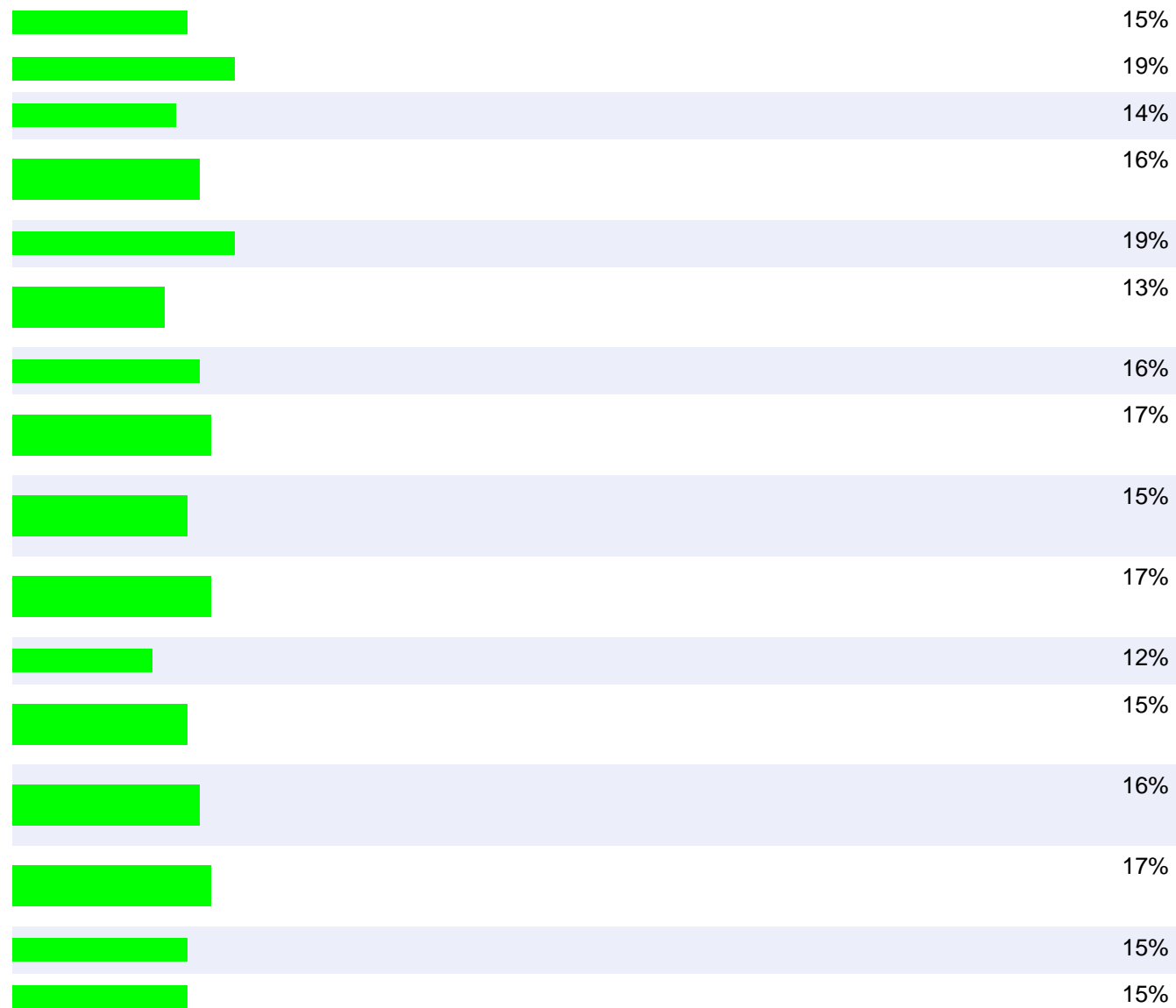
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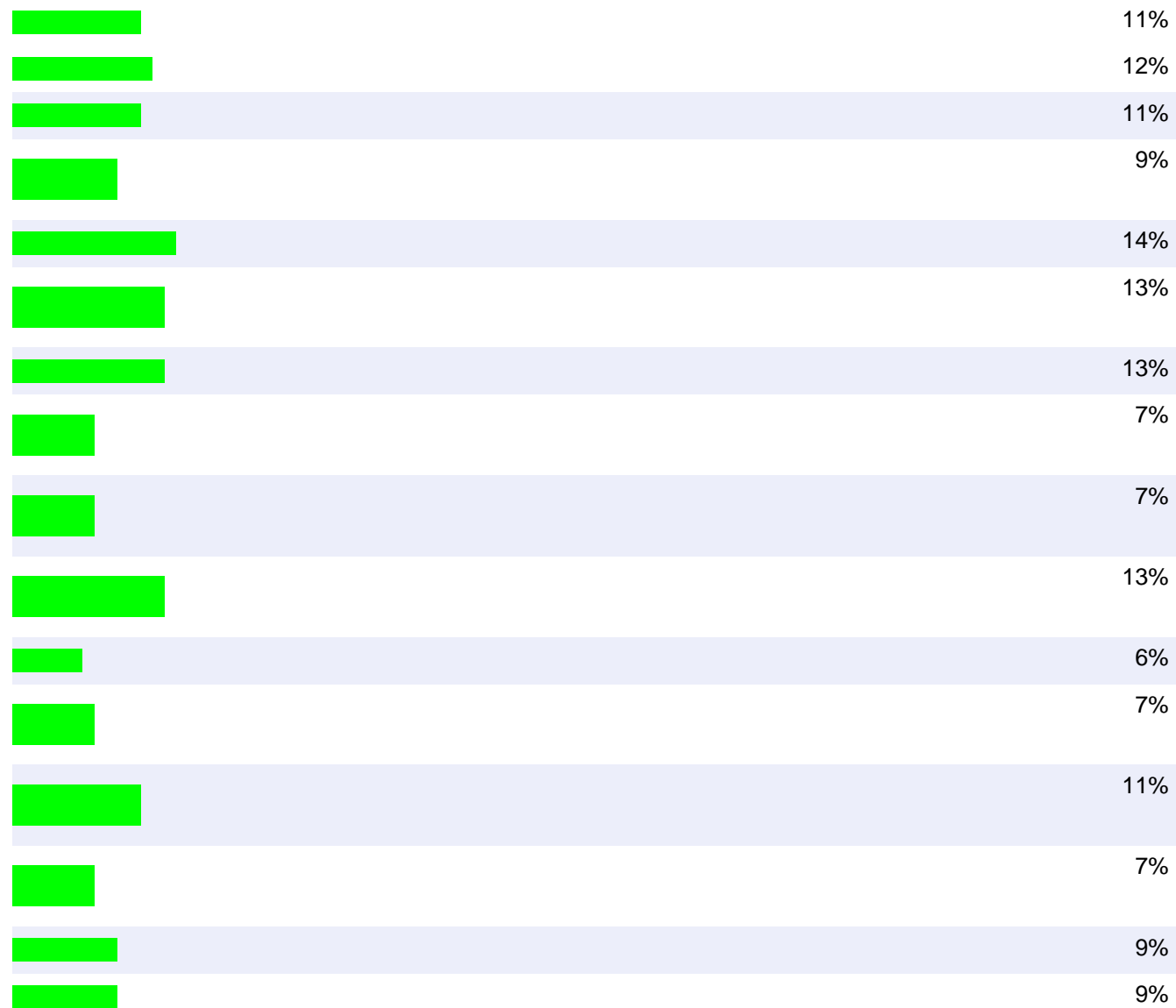
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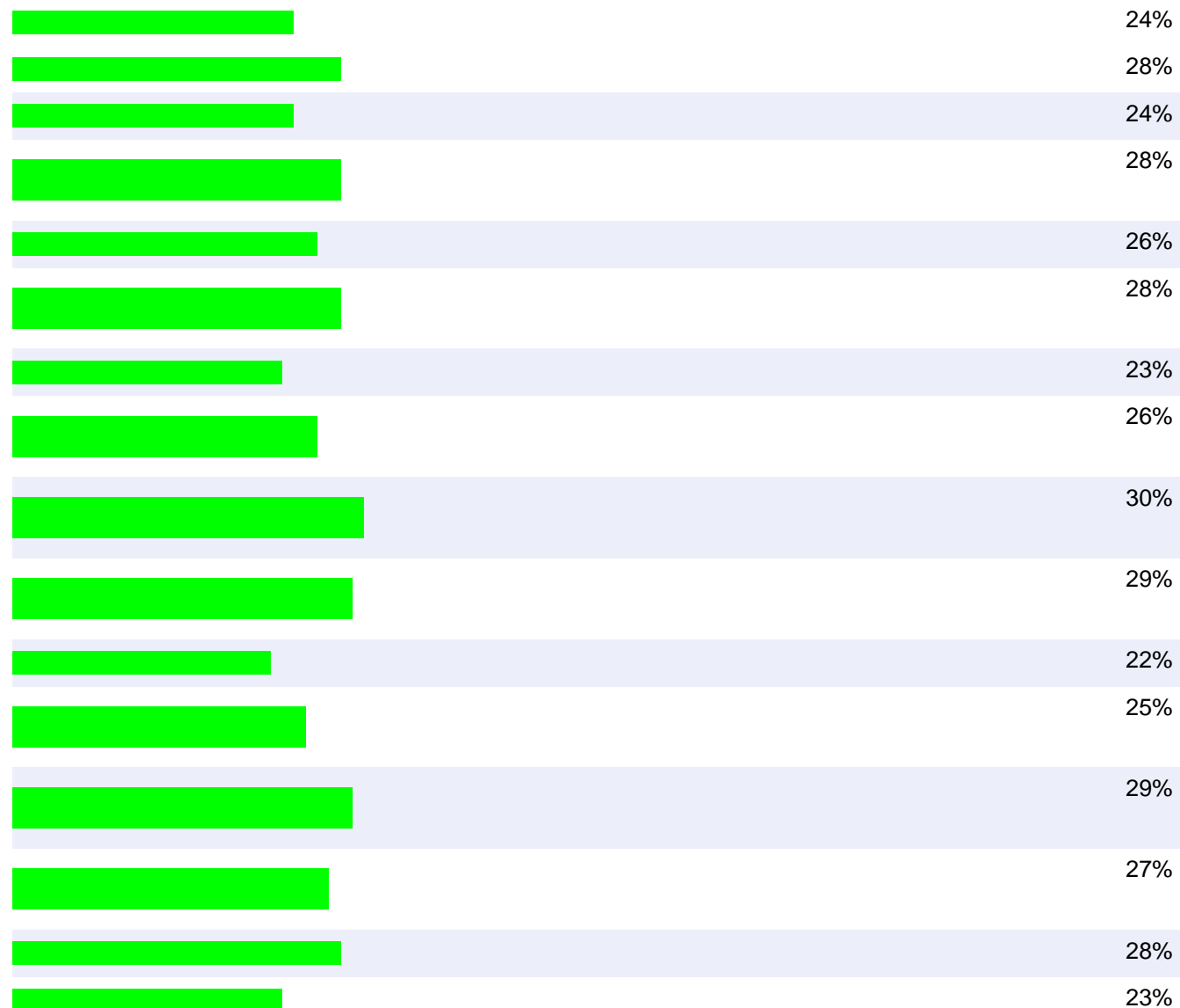
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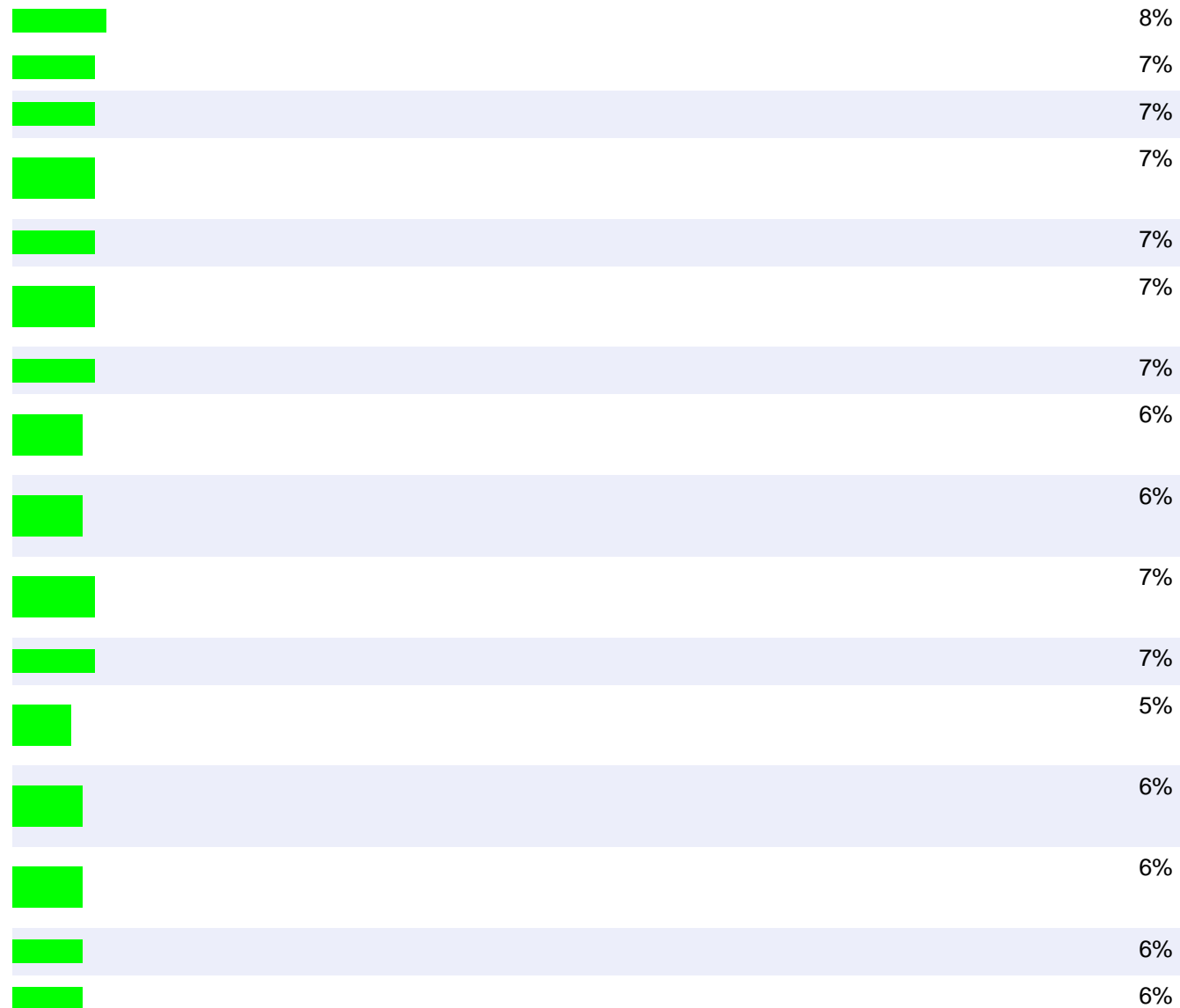
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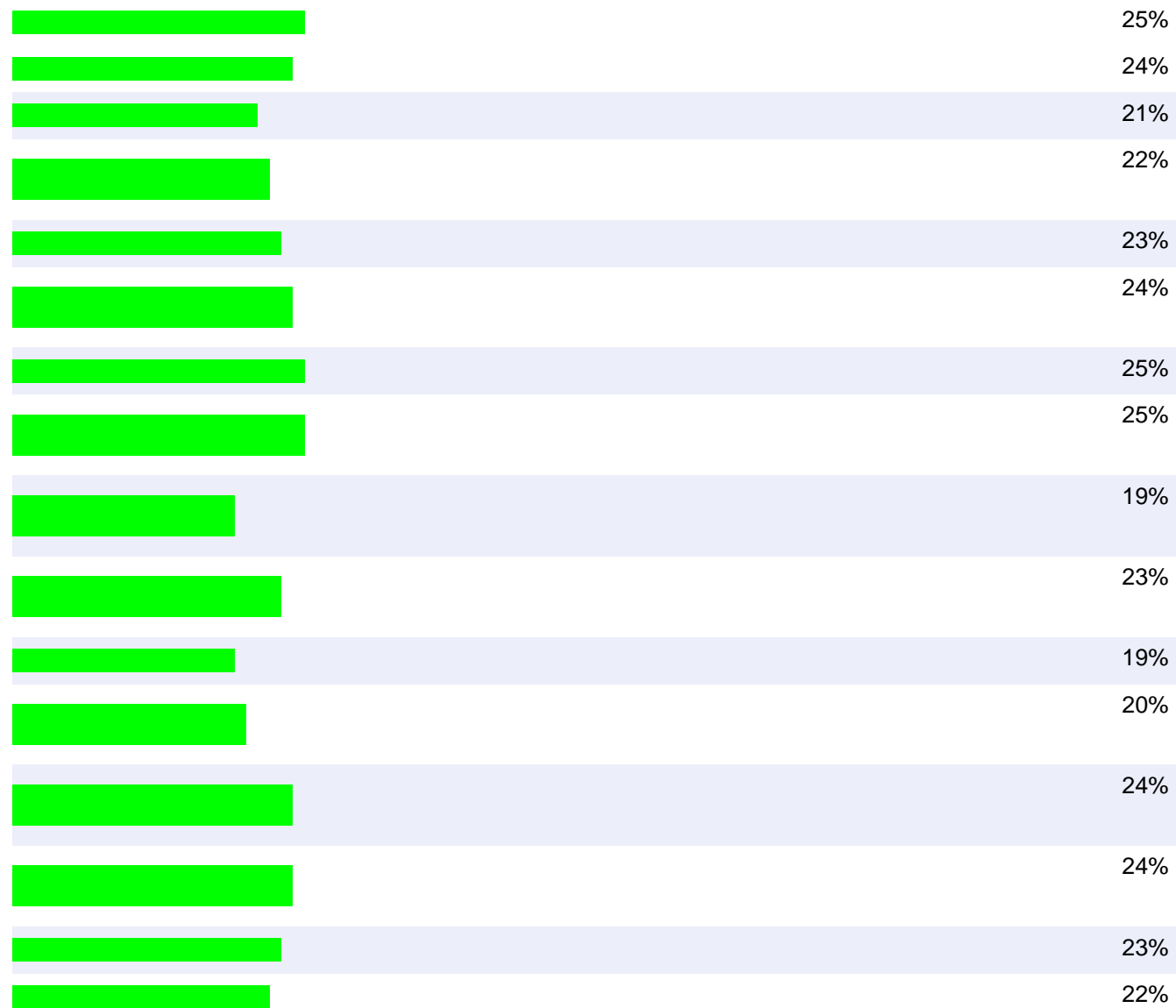
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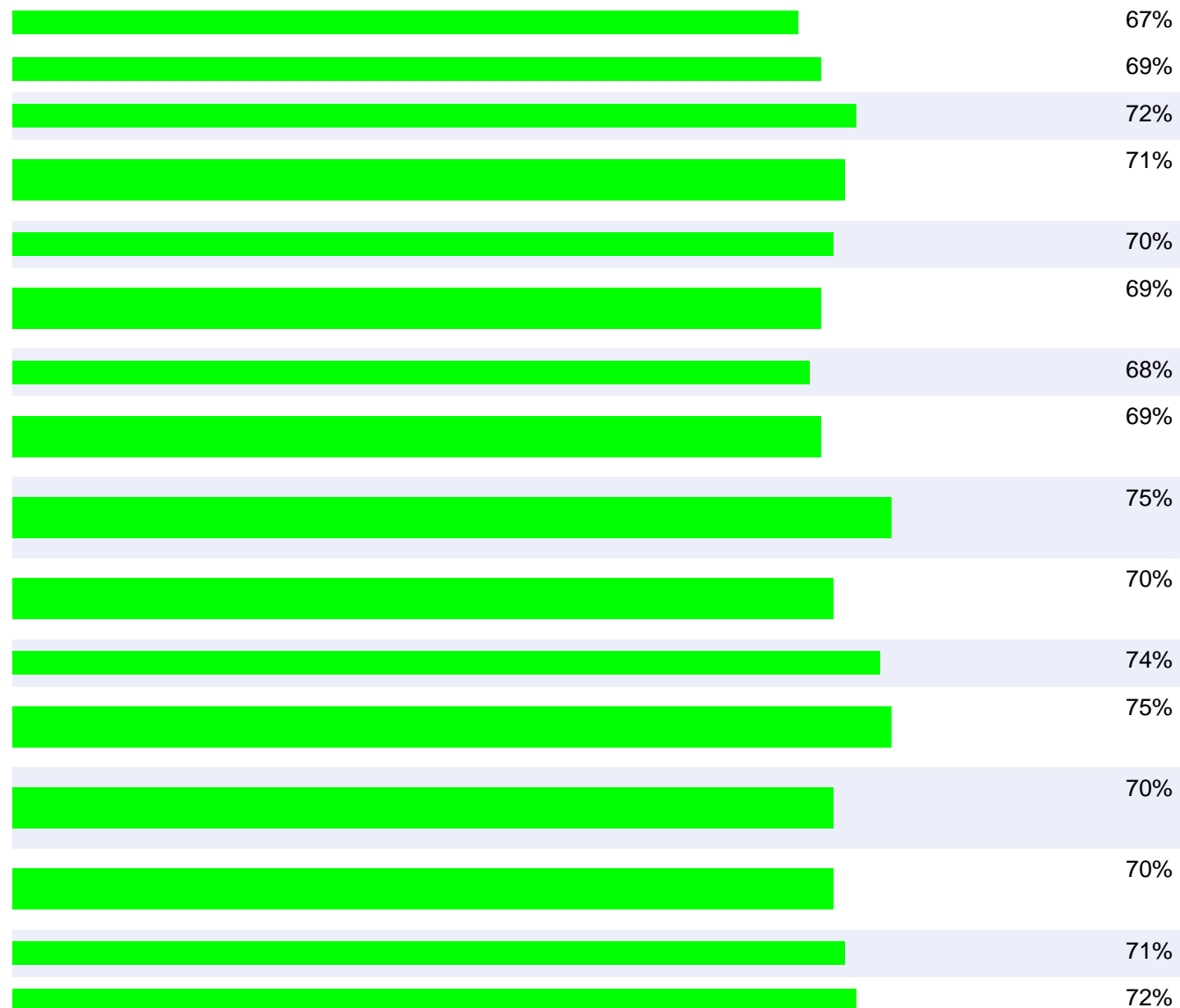
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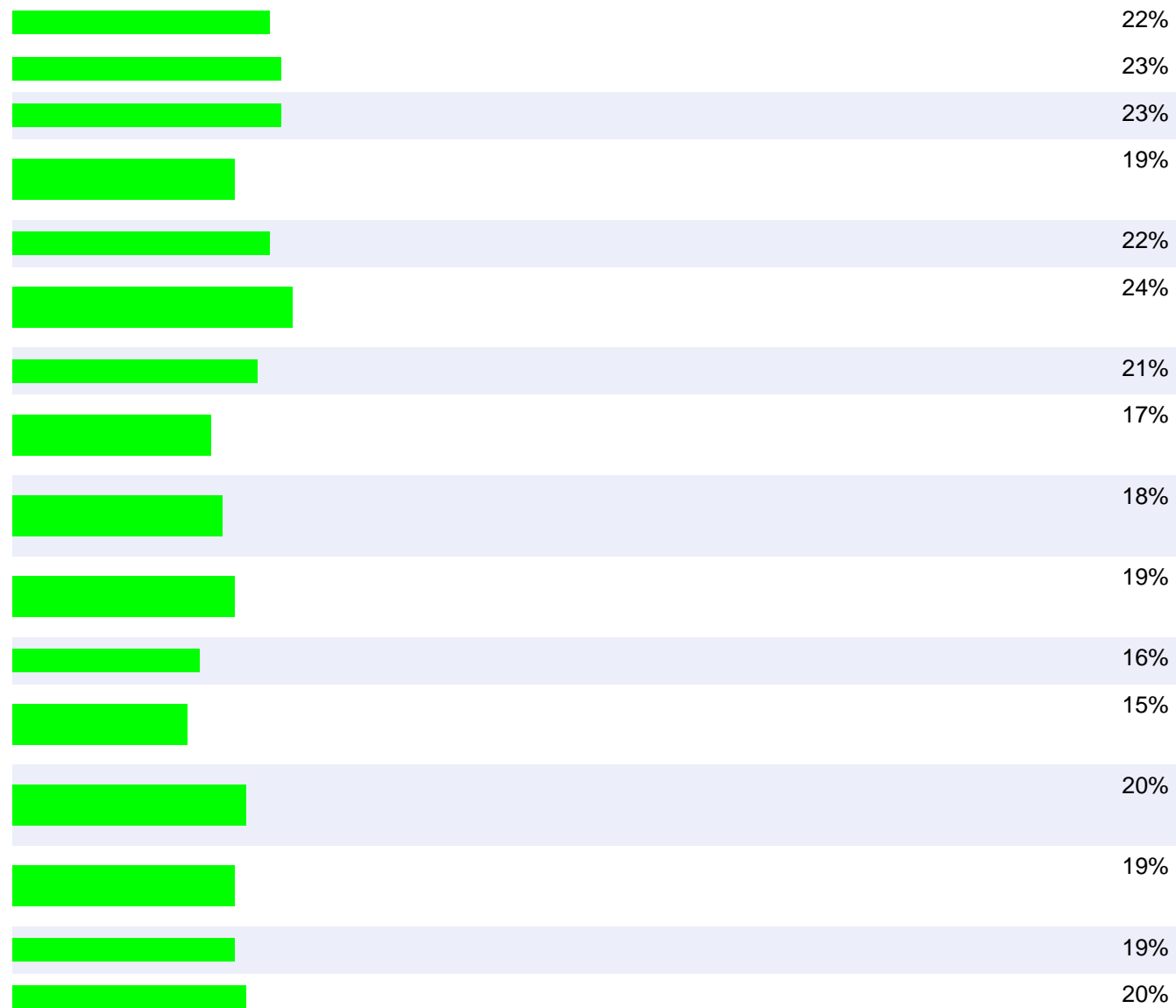
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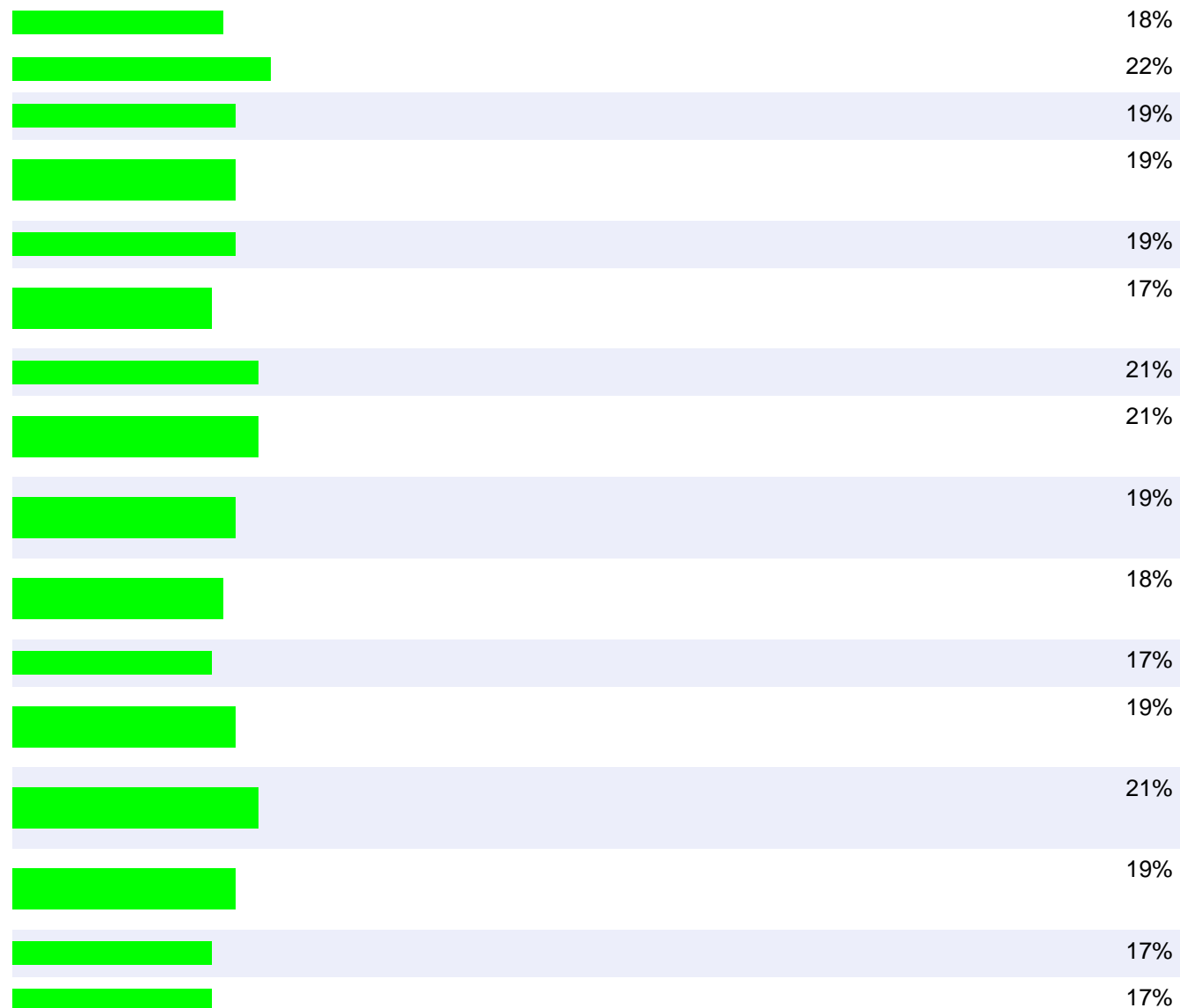
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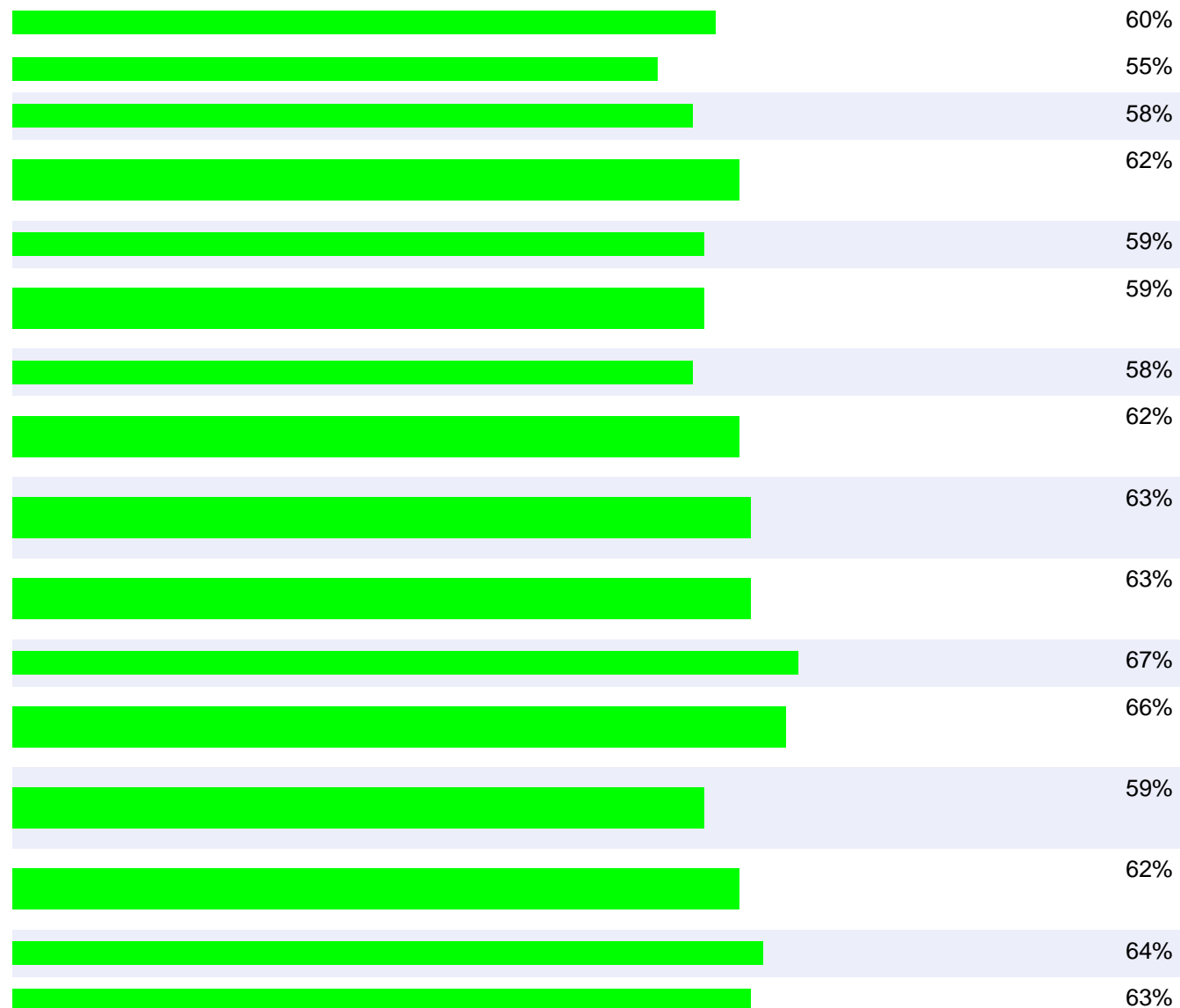
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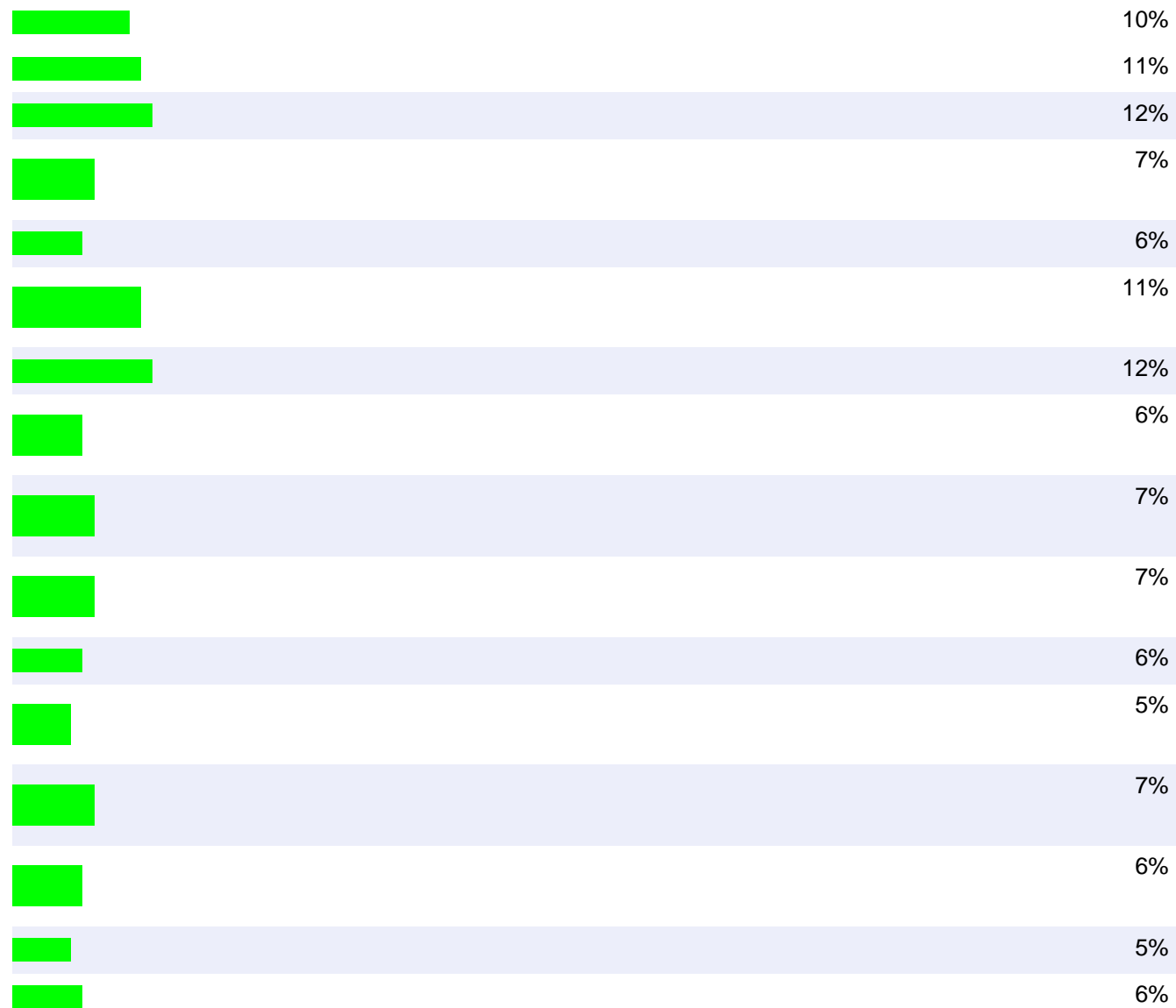
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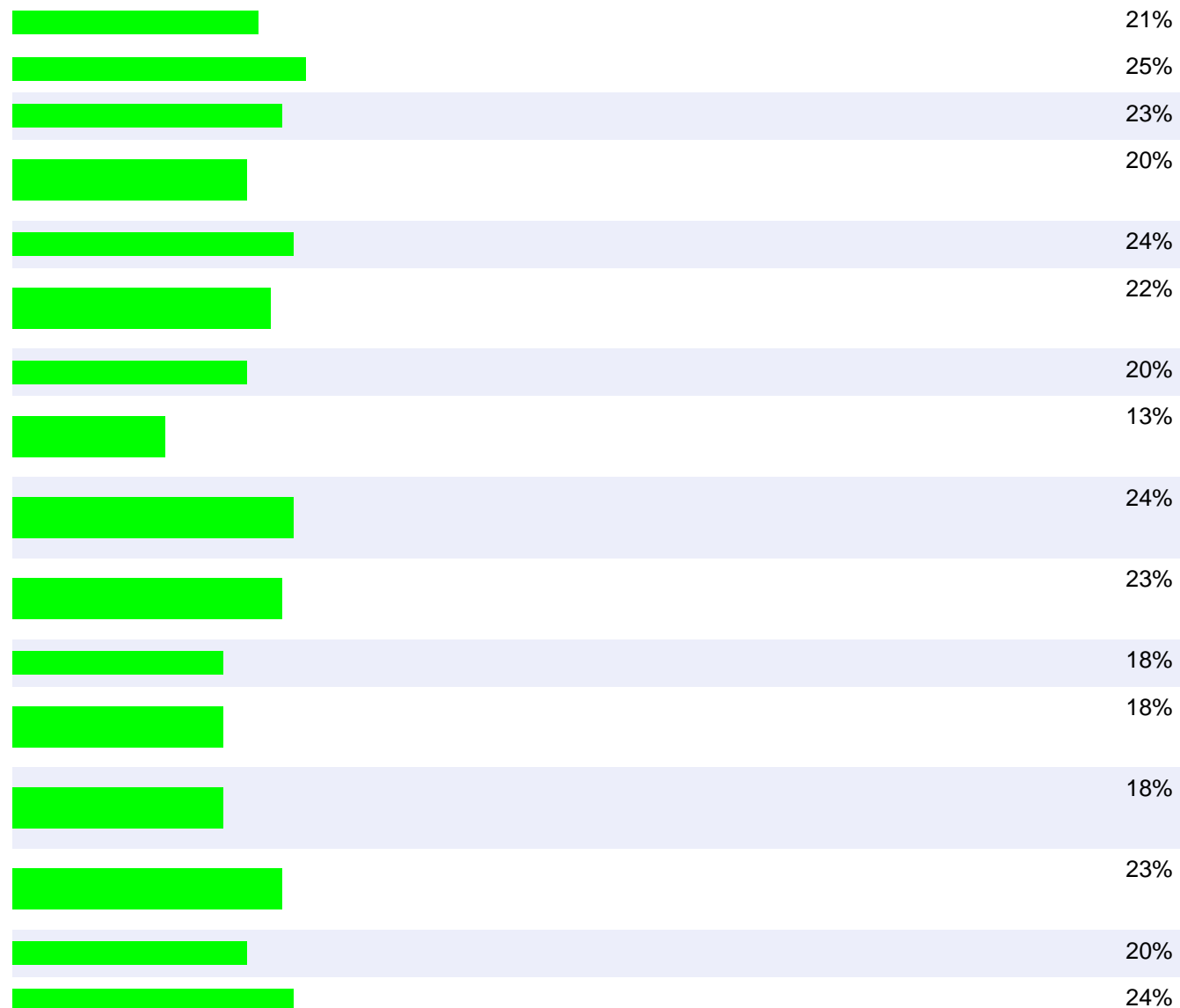
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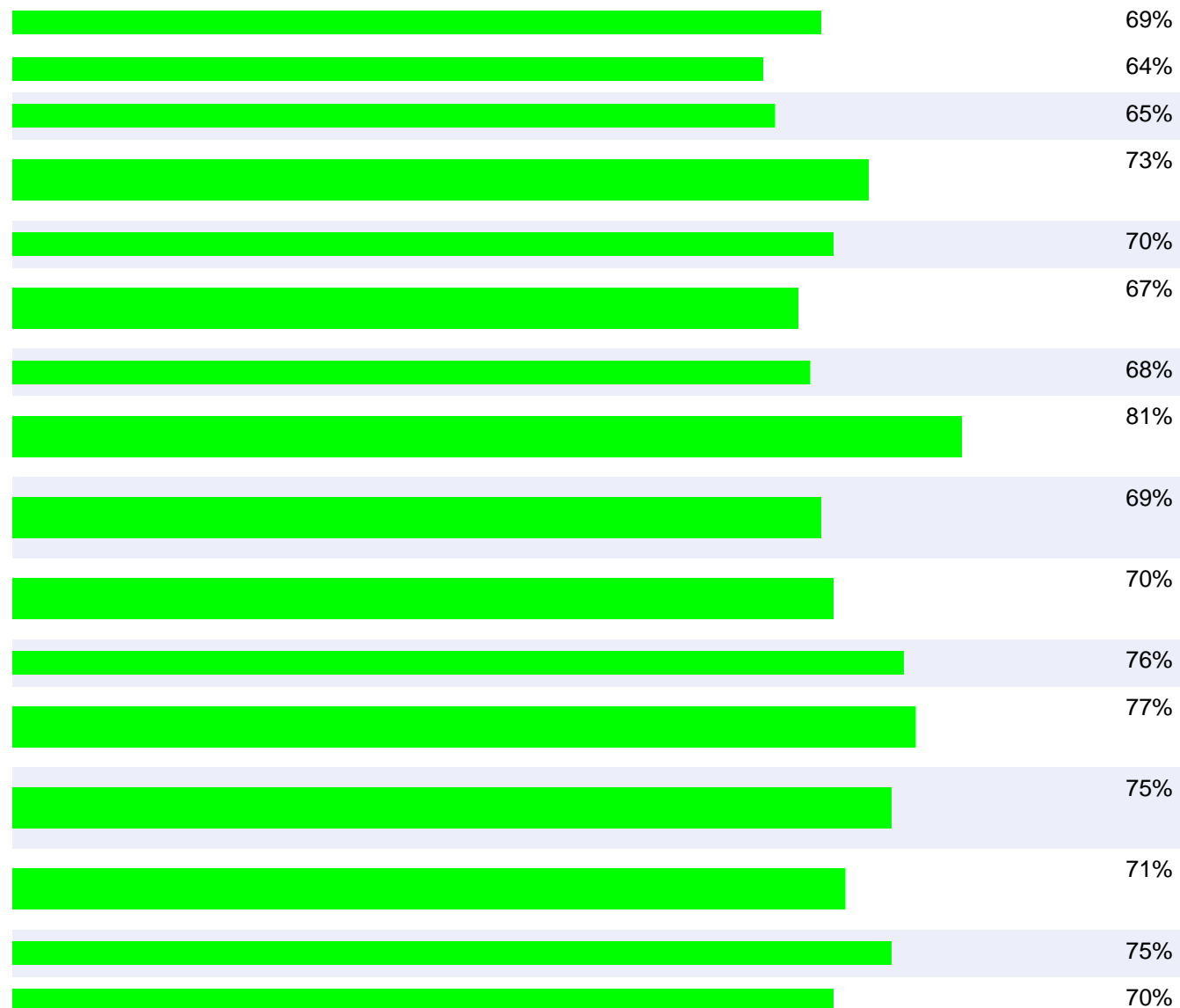
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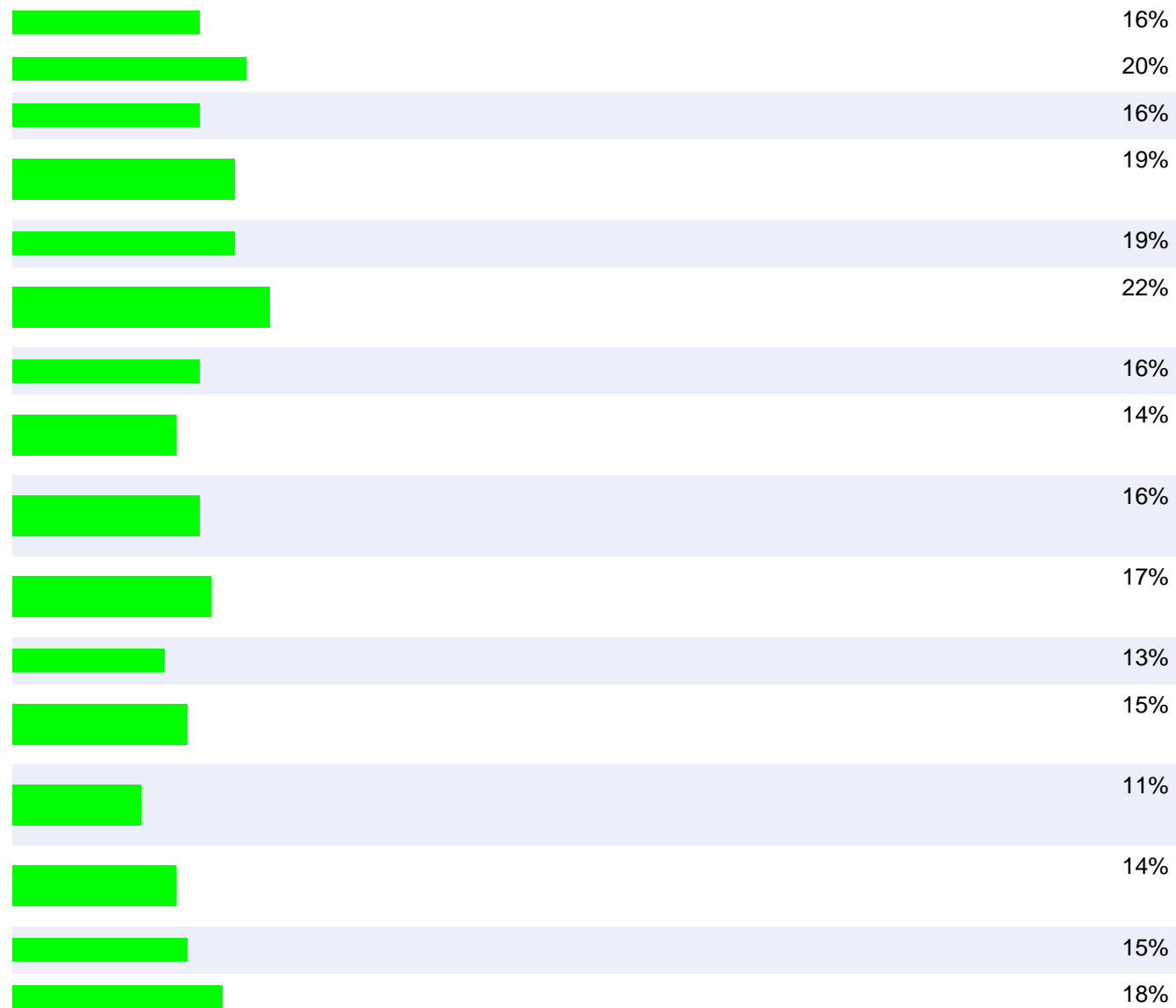
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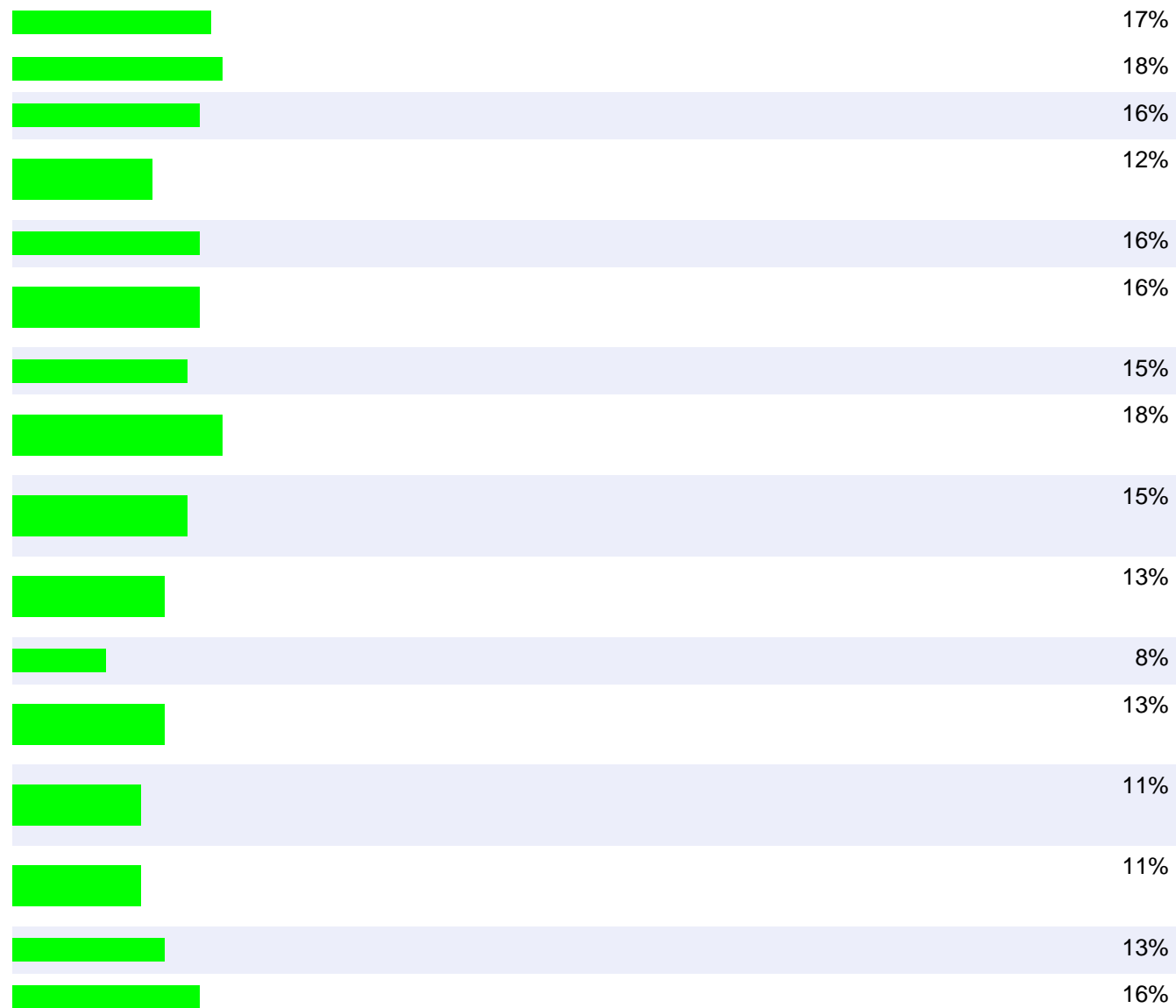
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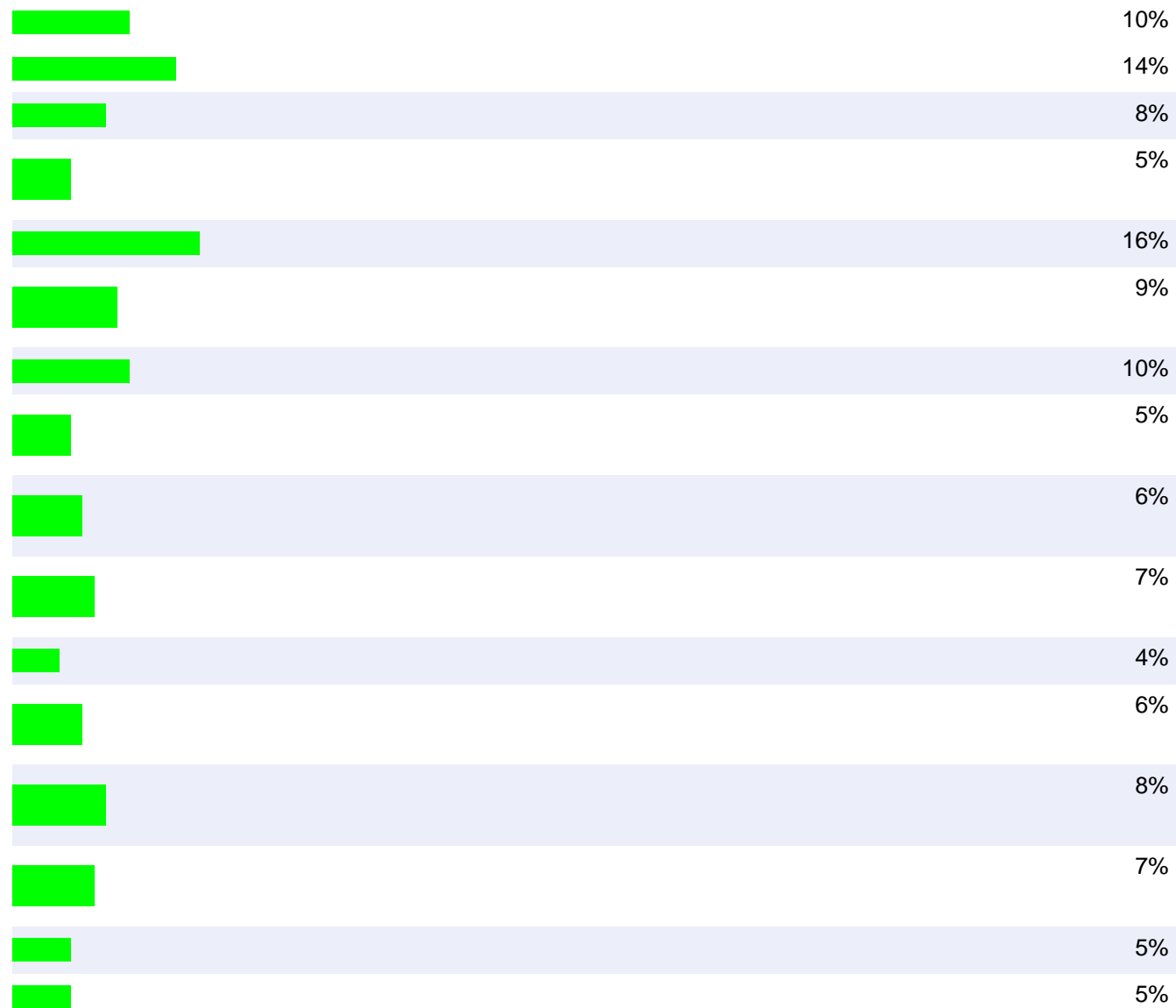
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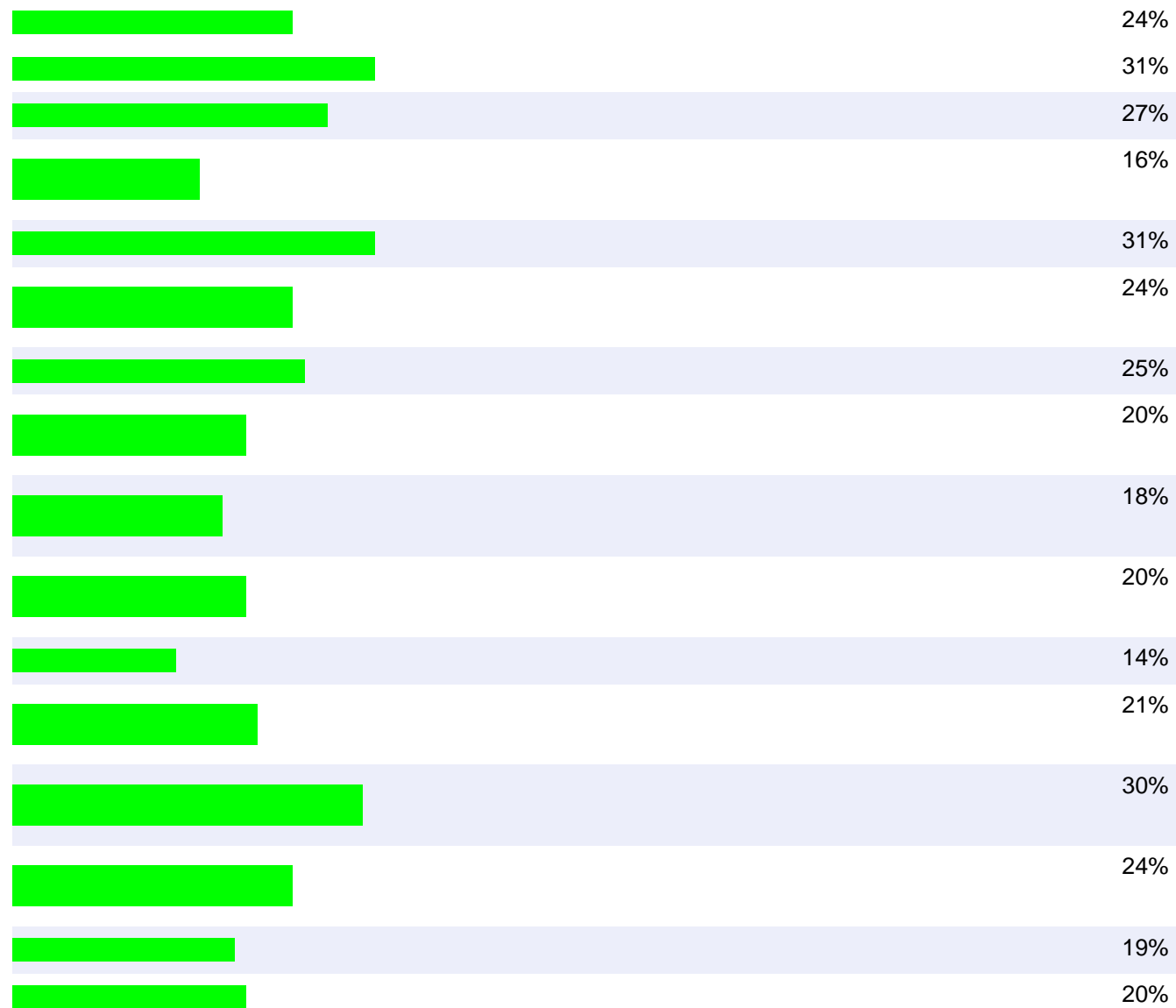
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Based on Survey of Patients' Hospital Experiences (HCAHPS)



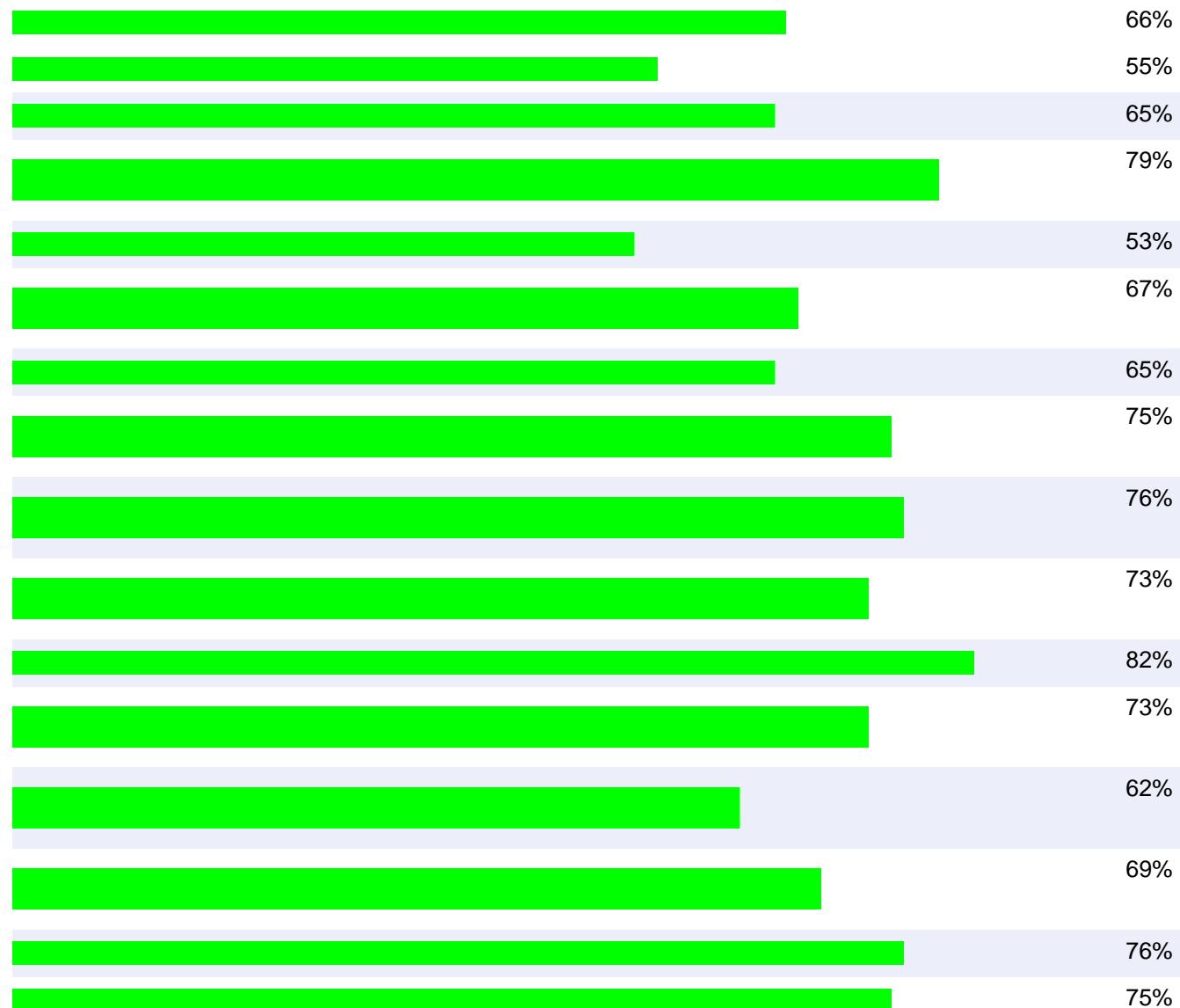
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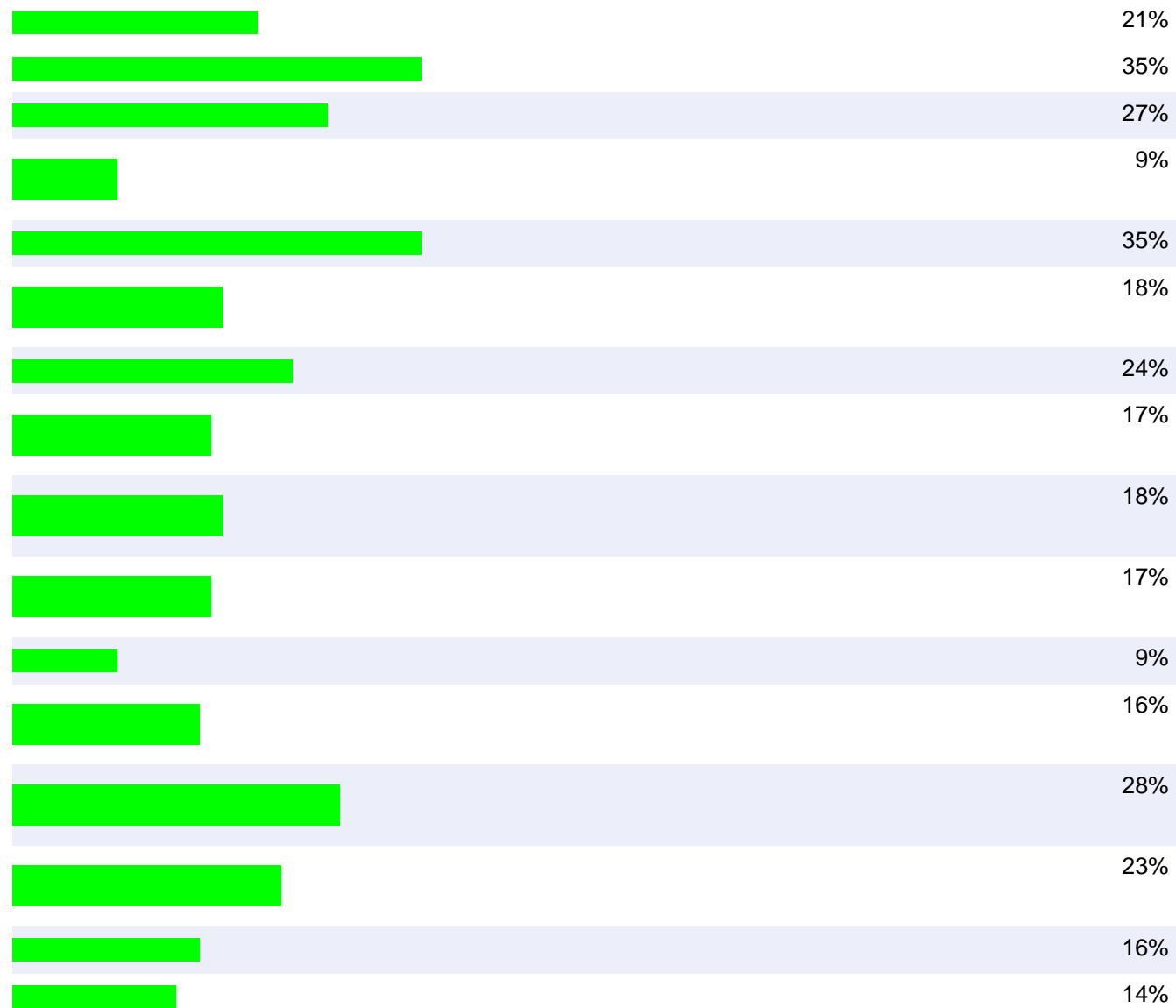
Based on Survey of Patients' Hospital Experiences (HCAHPS)





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# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

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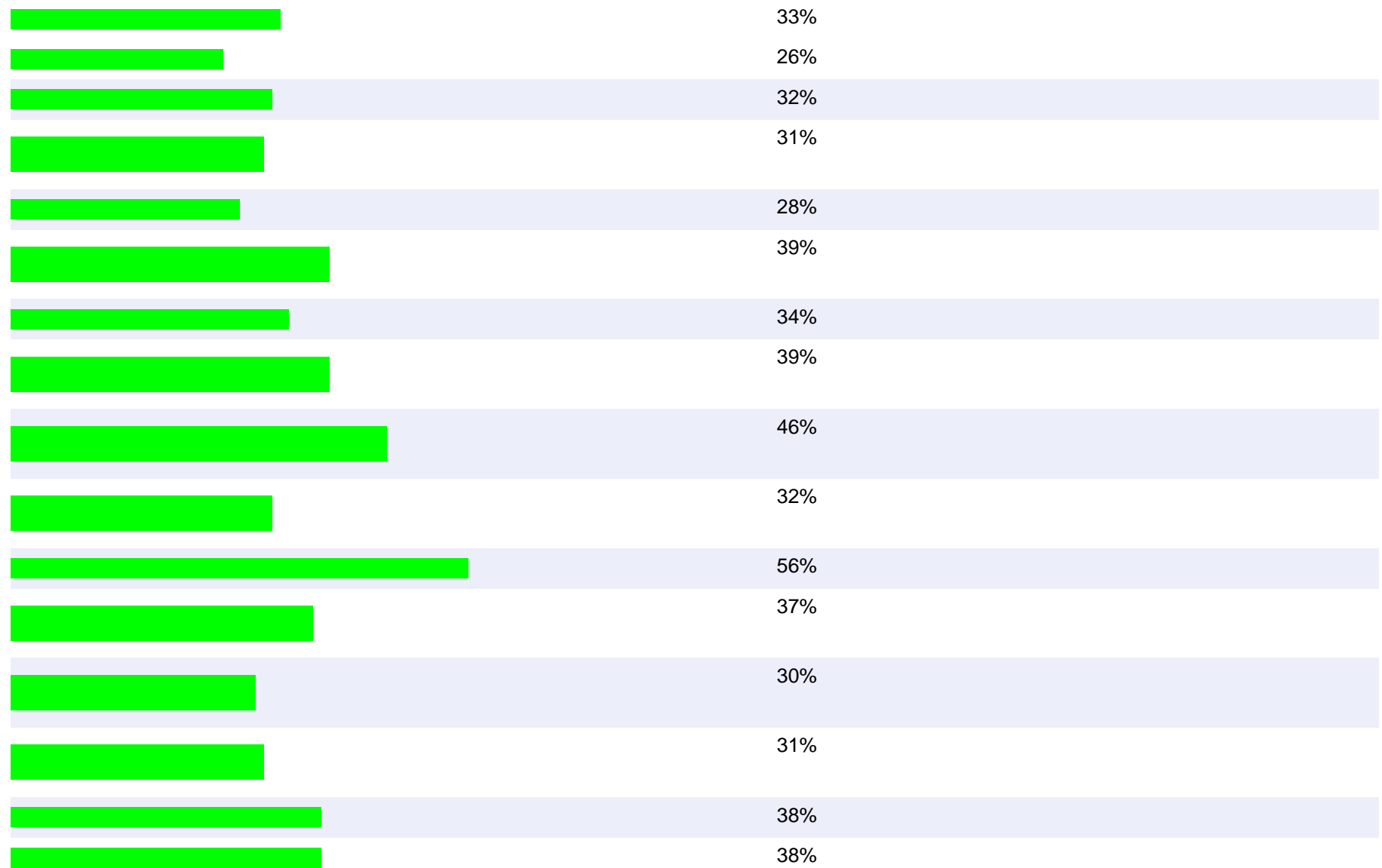
300 or more

300 or more

300 or more

# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)

220108	MILTON HOSPITAL INC	199 REEDSDALE ROAD
220110	BRIGHAM AND WOMEN'S HOSPITAL	75 FRANCIS STREET
220111	GOOD SAMARITAN MEDICAL CENTER	235 NORTH PEARL STREET
220116	TUFTS MEDICAL CENTER	800 WASHINGTON STREET
220119	FAULKNER HOSPITAL	1153 CENTRE STREET
220126	NORWOOD HOSPITAL	800 WASHINGTON STREET
220162	DANA-FARBER CANCER INSTITUTE	450 BROOKLINE AVENUE
220163	UMASS MEMORIAL MEDICAL CENTER INC	55 LAKE AVENUE NORTH
220171	LAHEY CLINIC HOSPITAL	41 & 45 MALL ROAD
220174	MERRIMACK VALLEY HOSPITAL	140 LINCOLN AVENUE
220175	METROWEST MEDICAL CENTER	115 LINCOLN STREET
220176	ST VINCENT HOSPITAL	123 SUMMER STREET

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	MILTON	MA
	BOSTON	MA
	BROCKTON	MA
	BOSTON	MA
	BOSTON	MA
	NORWOOD	MA
	BOSTON	MA
	WORCESTER	MA
	BURLINGTON	MA
	HAVERHILL	MA
	FRAMINGHAM	MA
	WORCESTER	MA

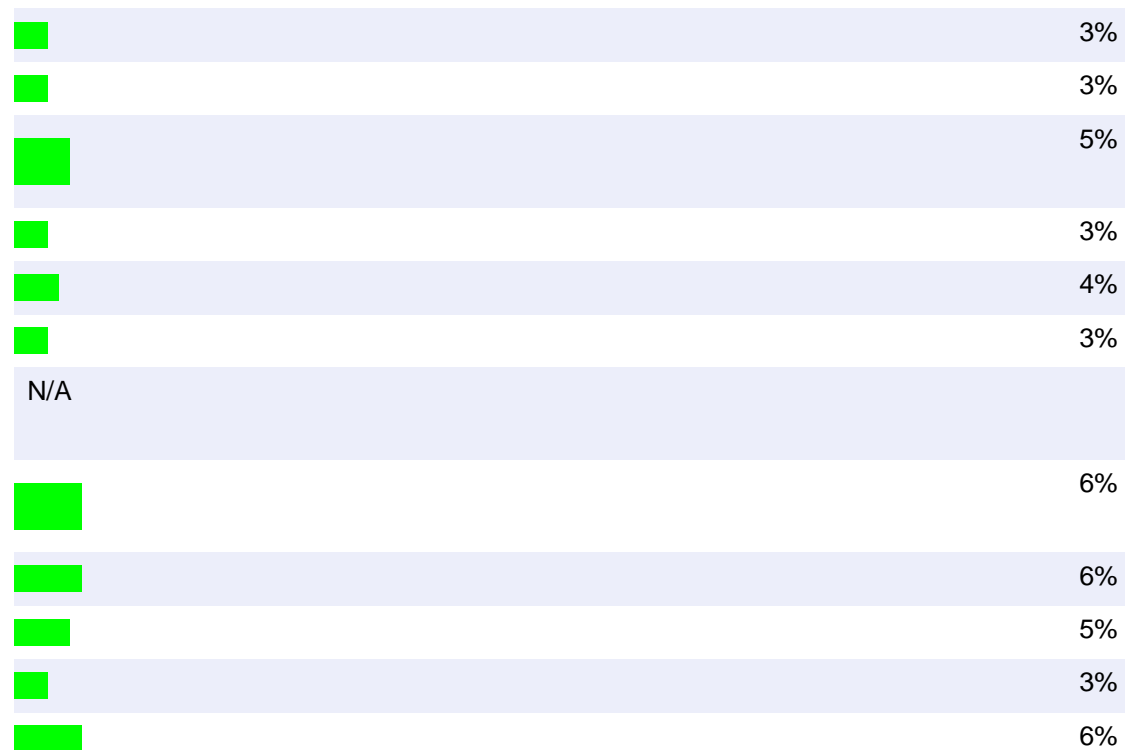
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02186	NORFOLK	6176964600
02115	SUFFOLK	6177325500
02301	PLYMOUTH	5084273000
02111	SUFFOLK	6176365000
02130	SUFFOLK	6179837000
02062	NORFOLK	5087721000
02115	SUFFOLK	6176323000
01655	WORCESTER	5083341000
01803	MIDDLESEX	7817445100
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01608	WORCESTER	5083635000

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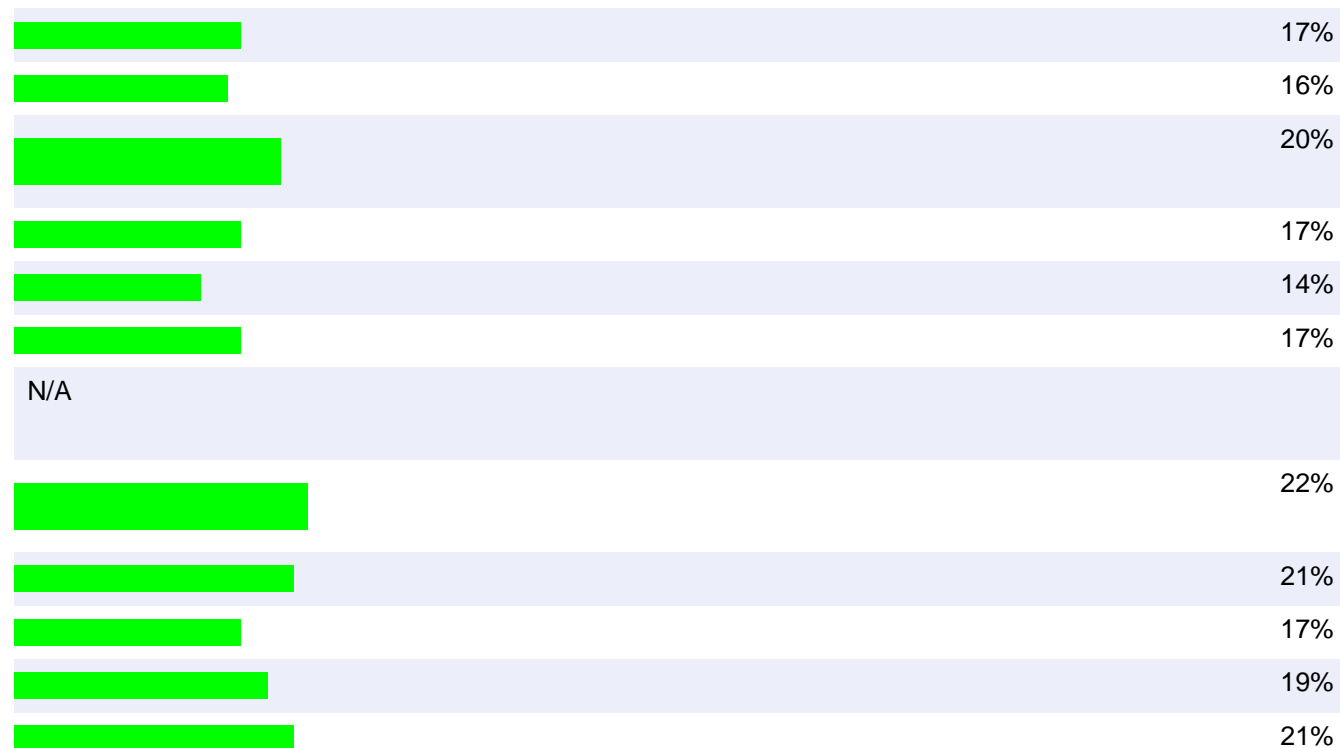
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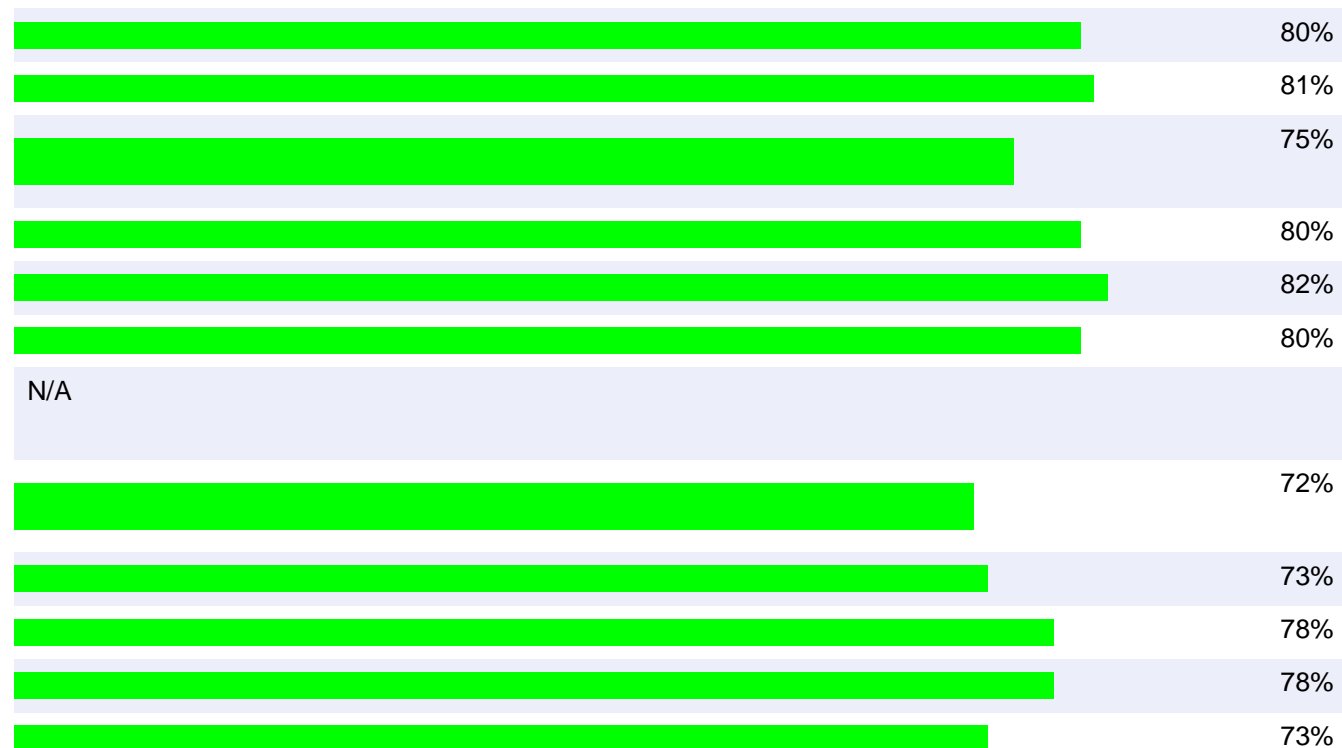
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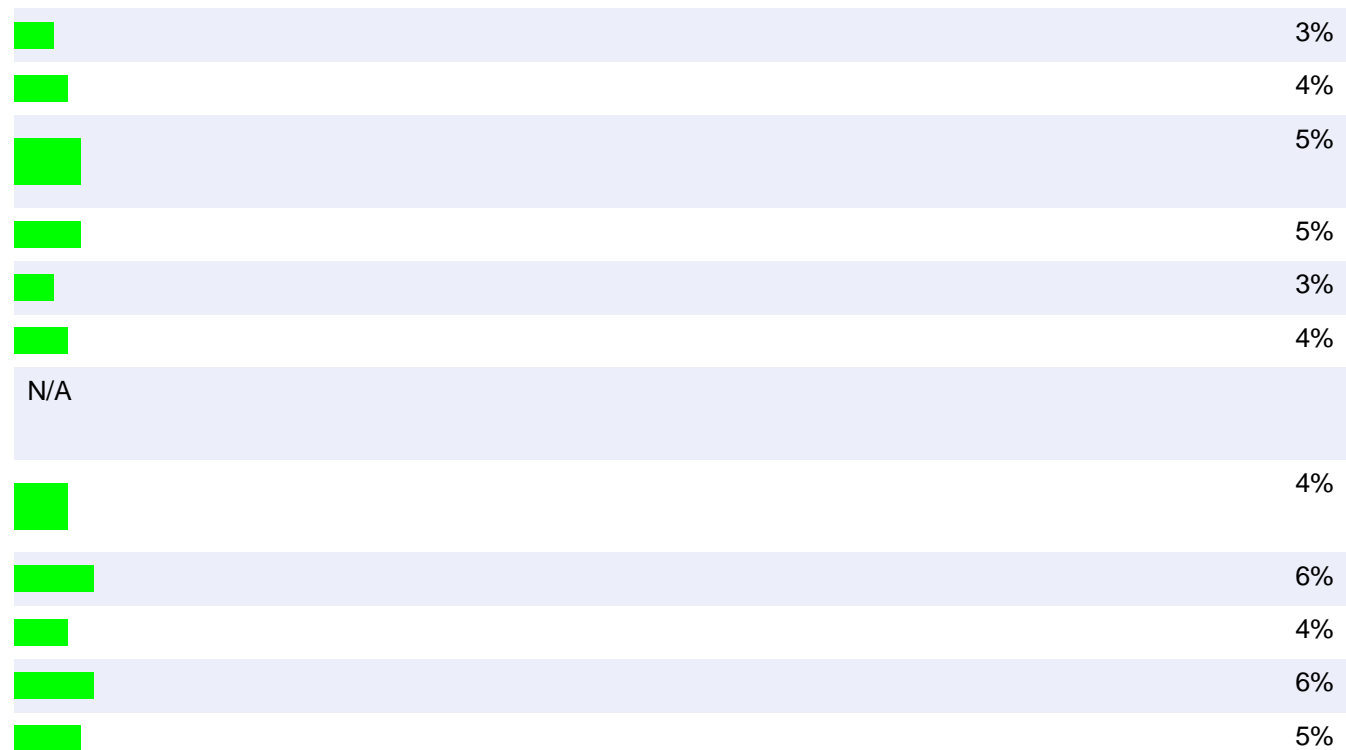
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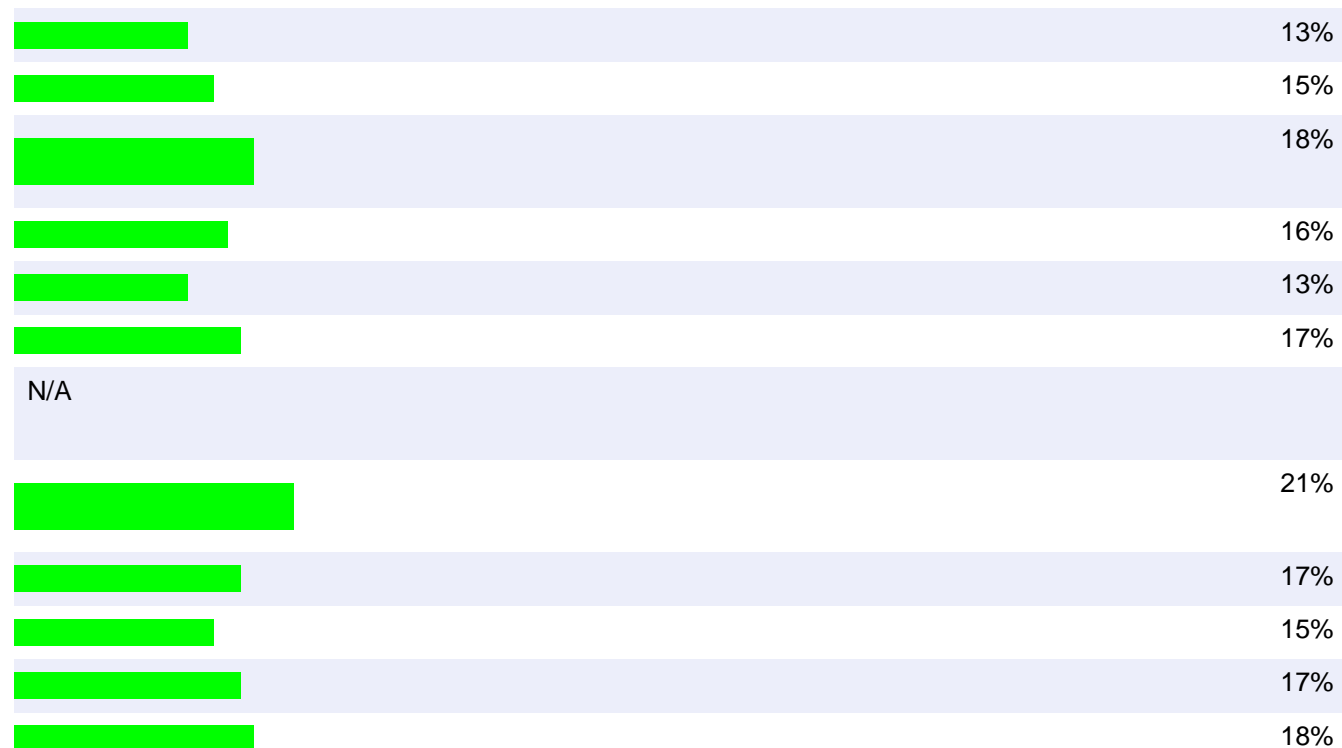
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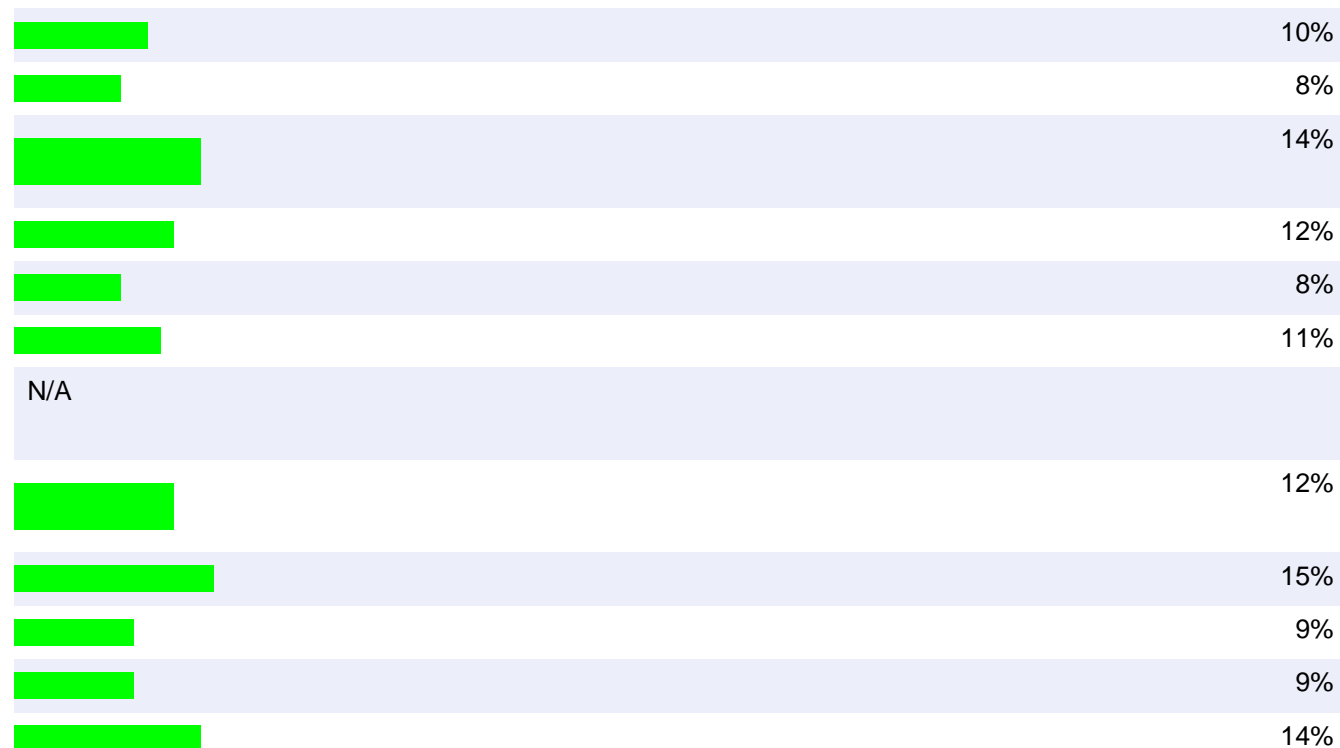
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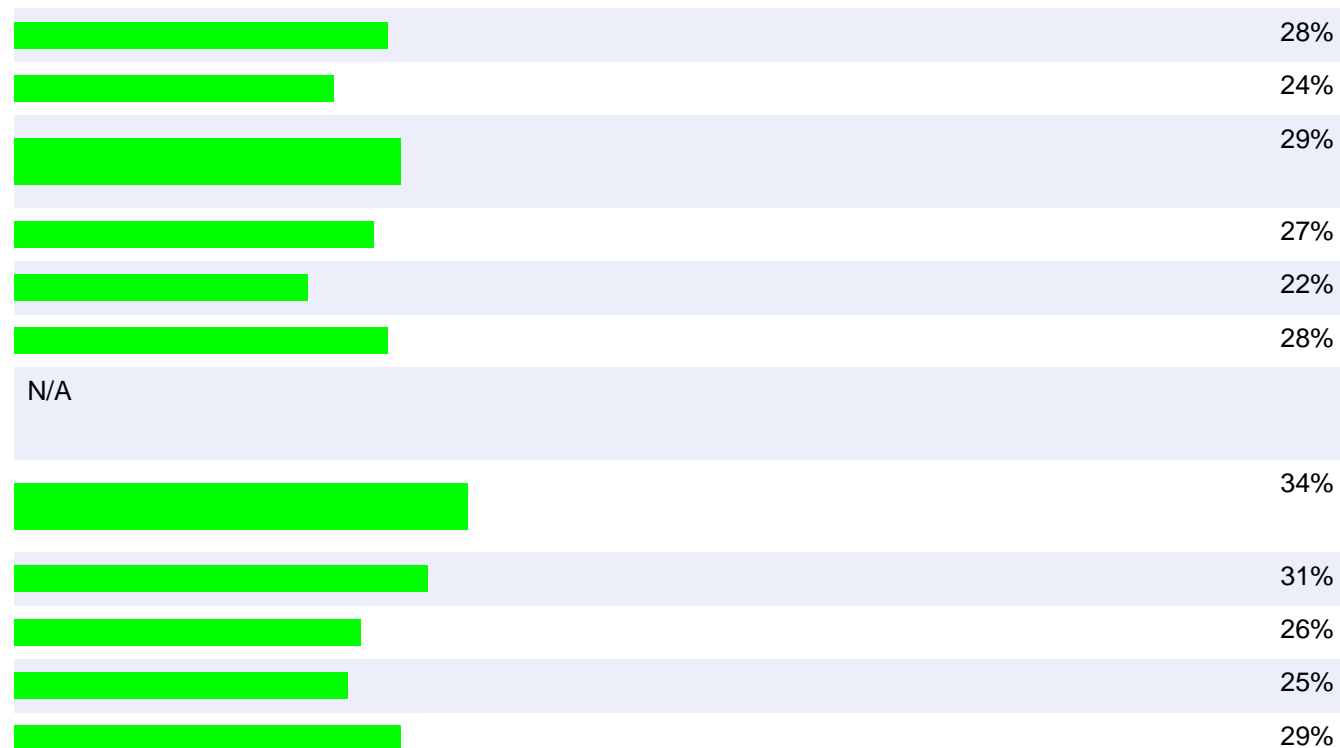
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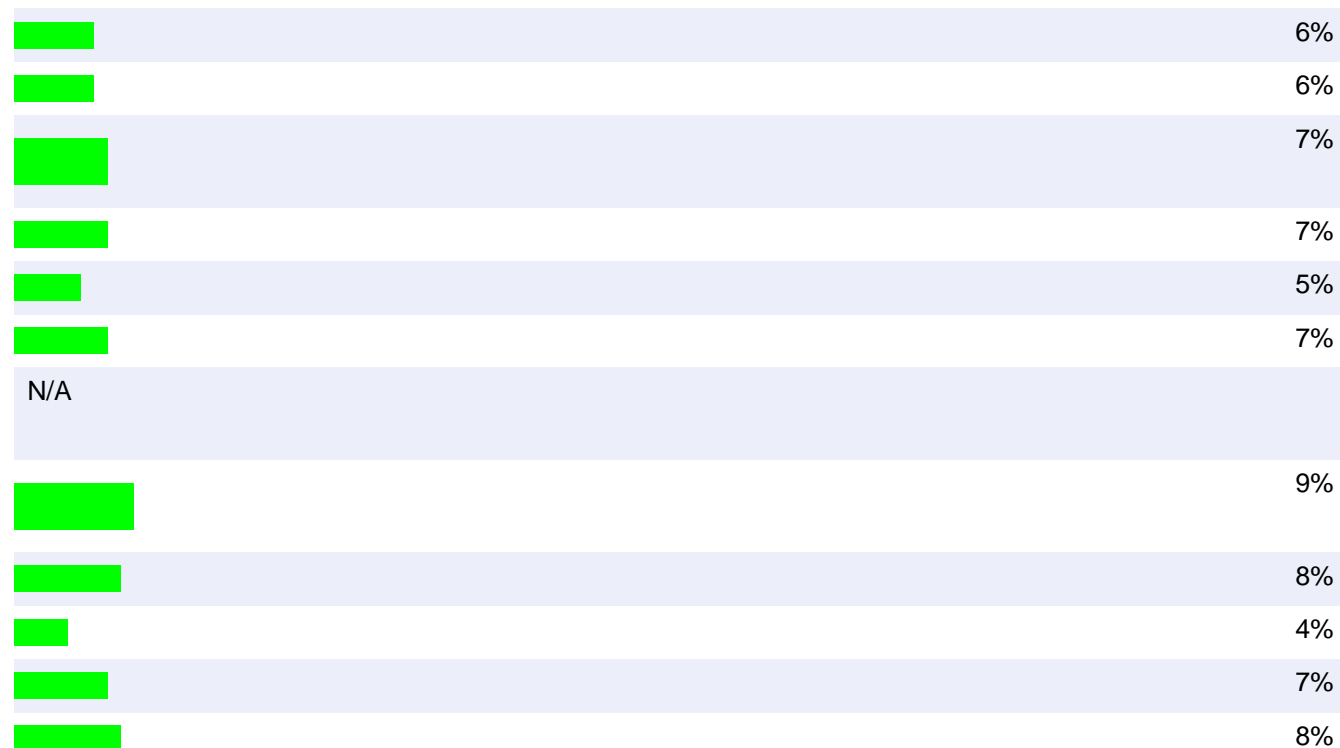
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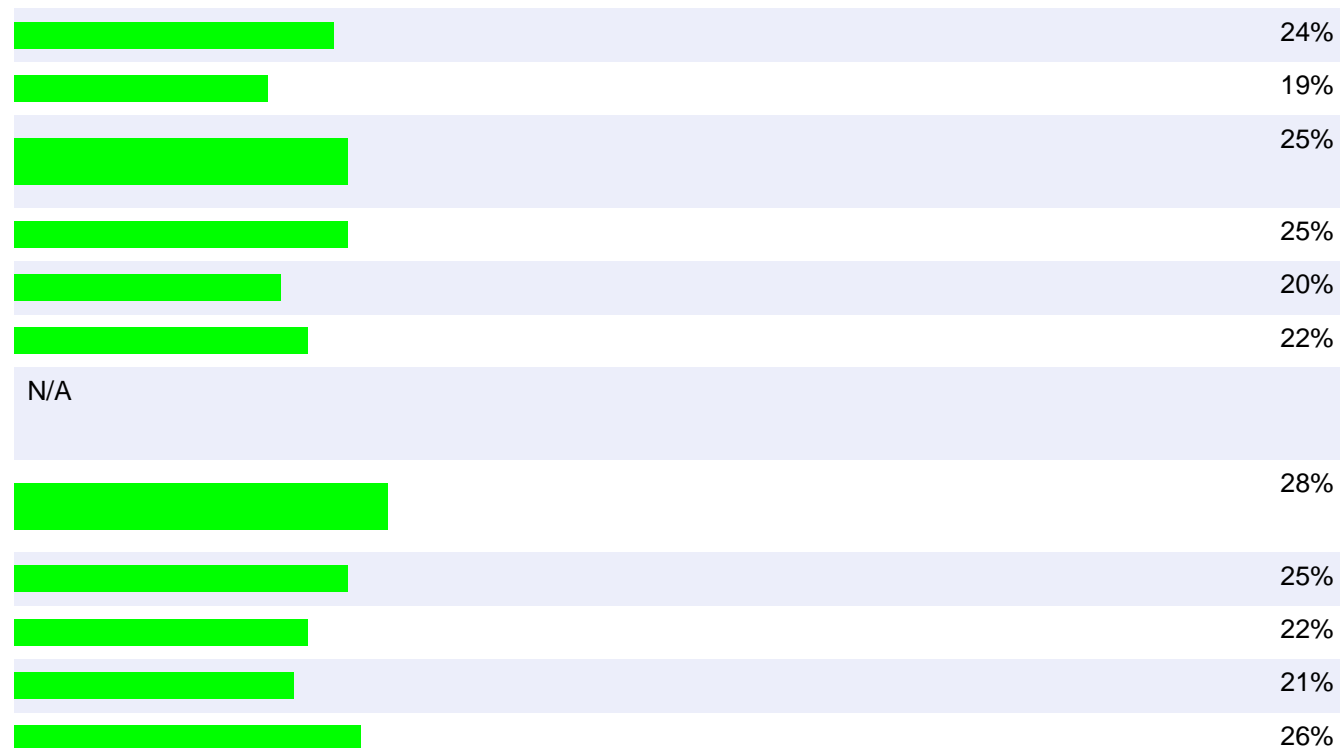
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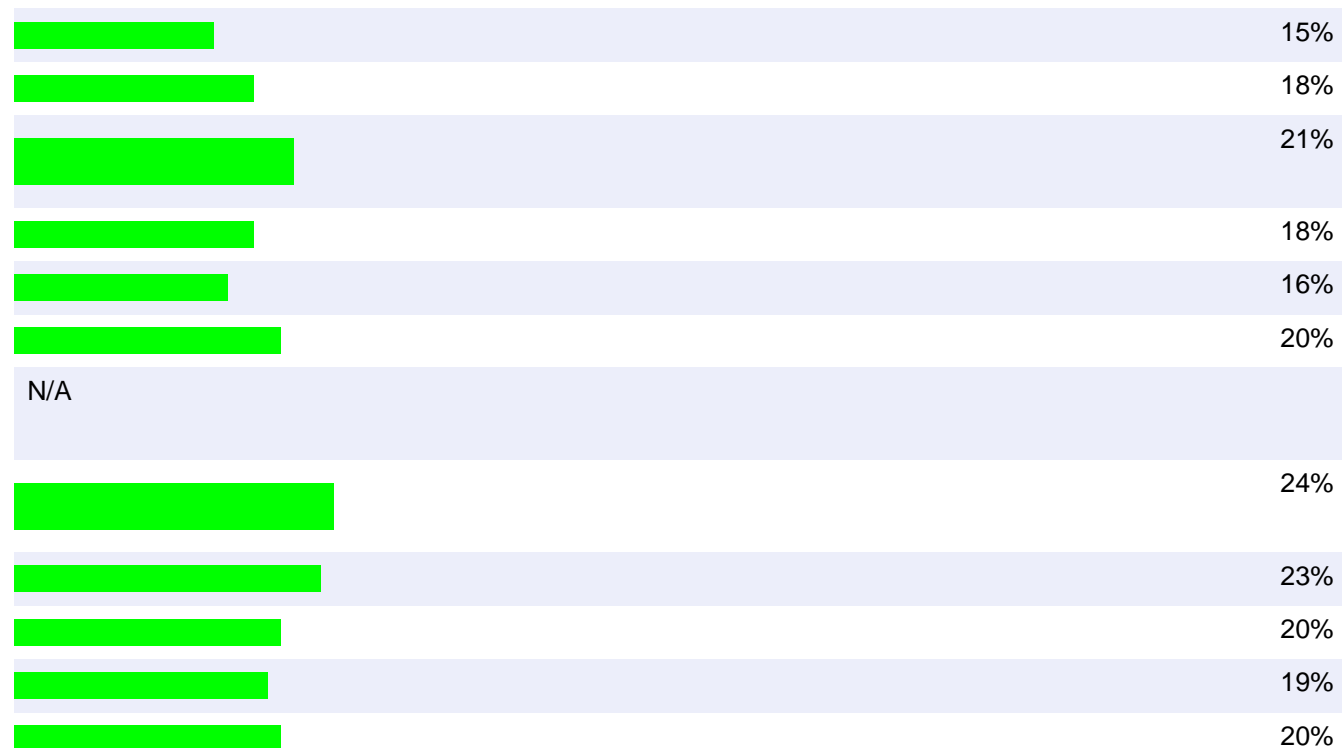
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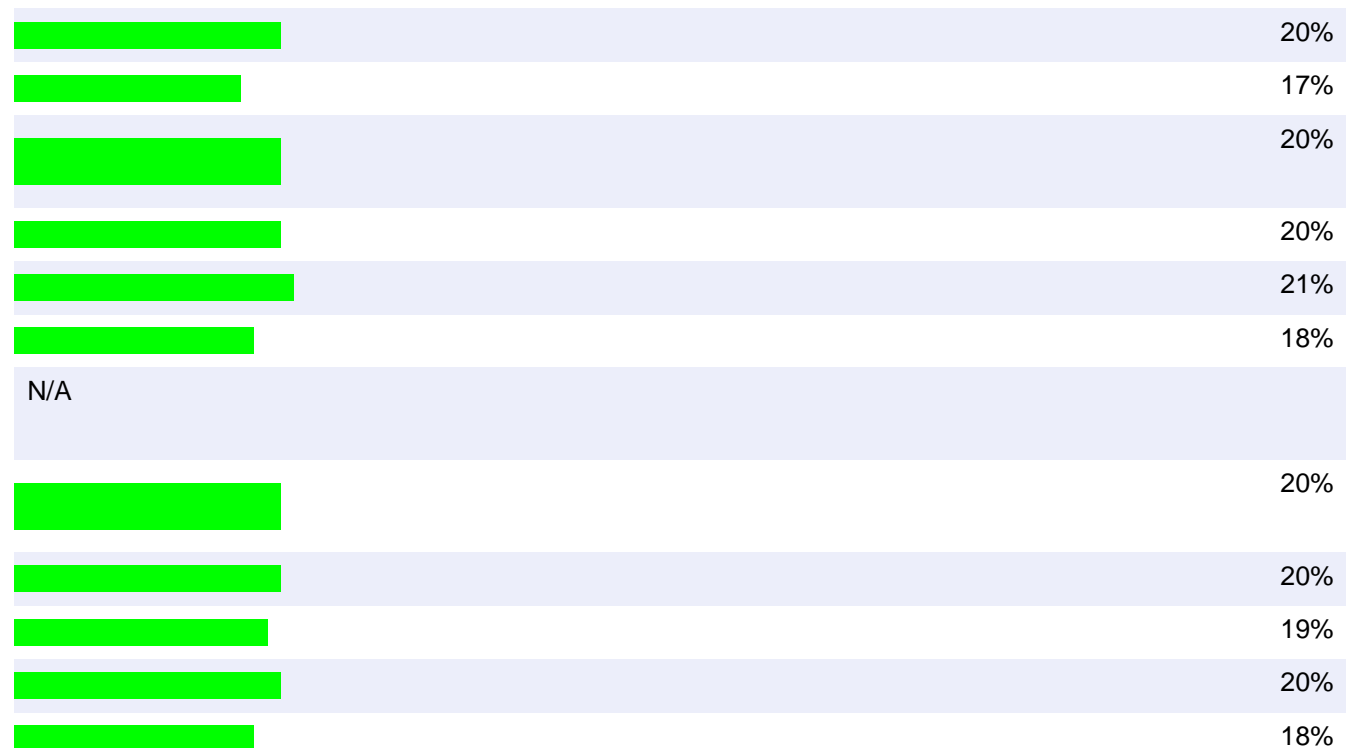
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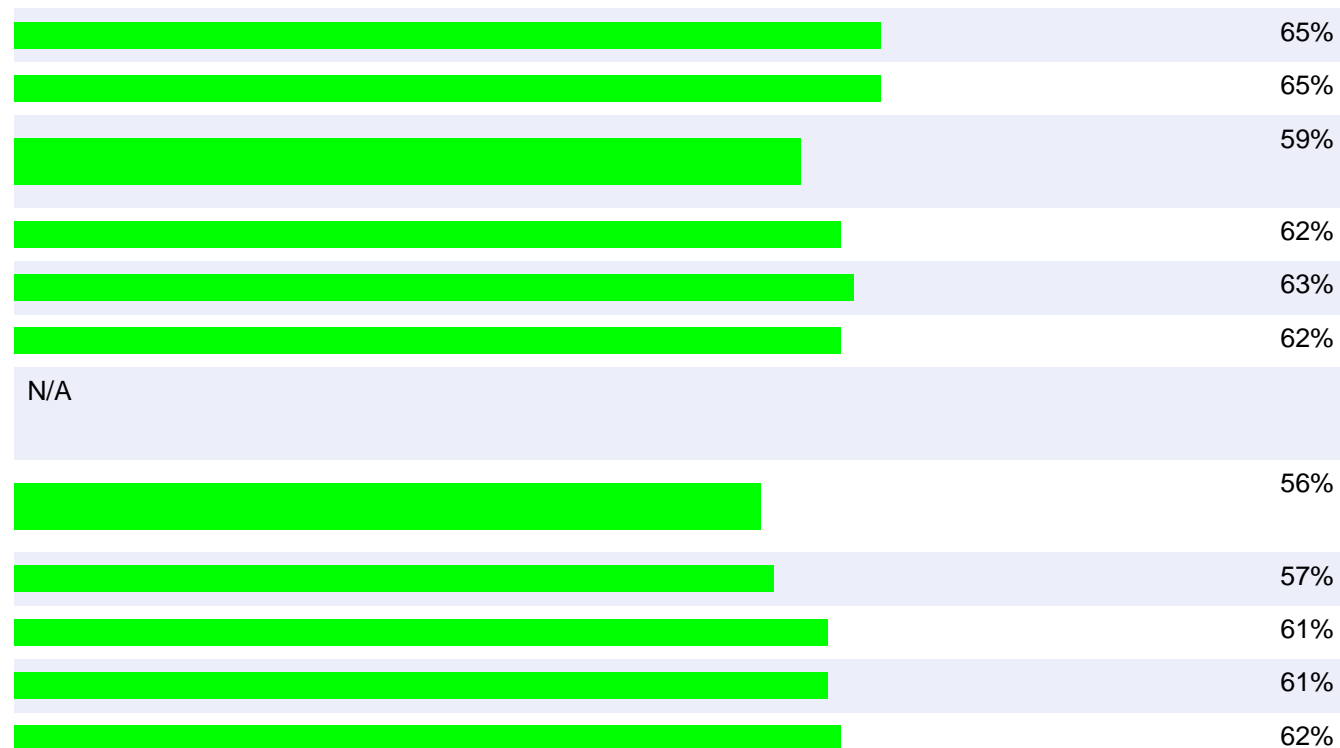
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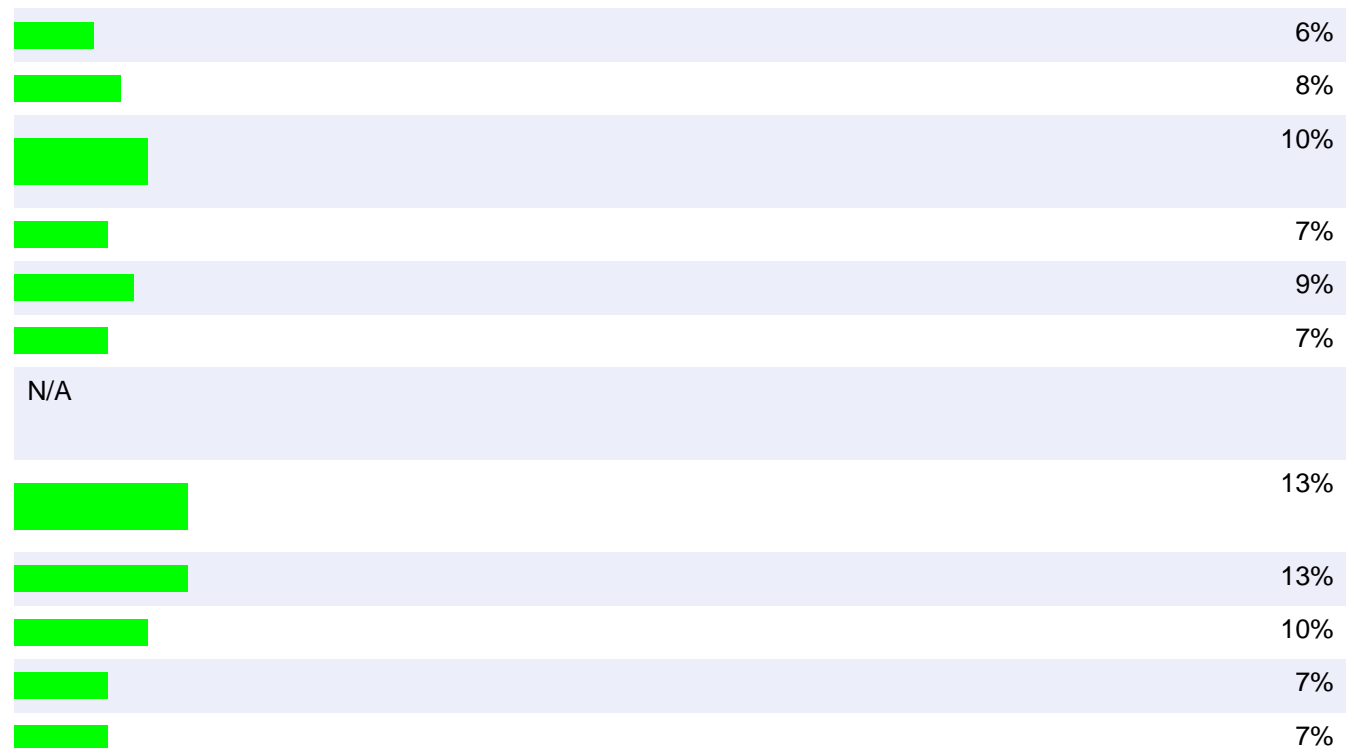
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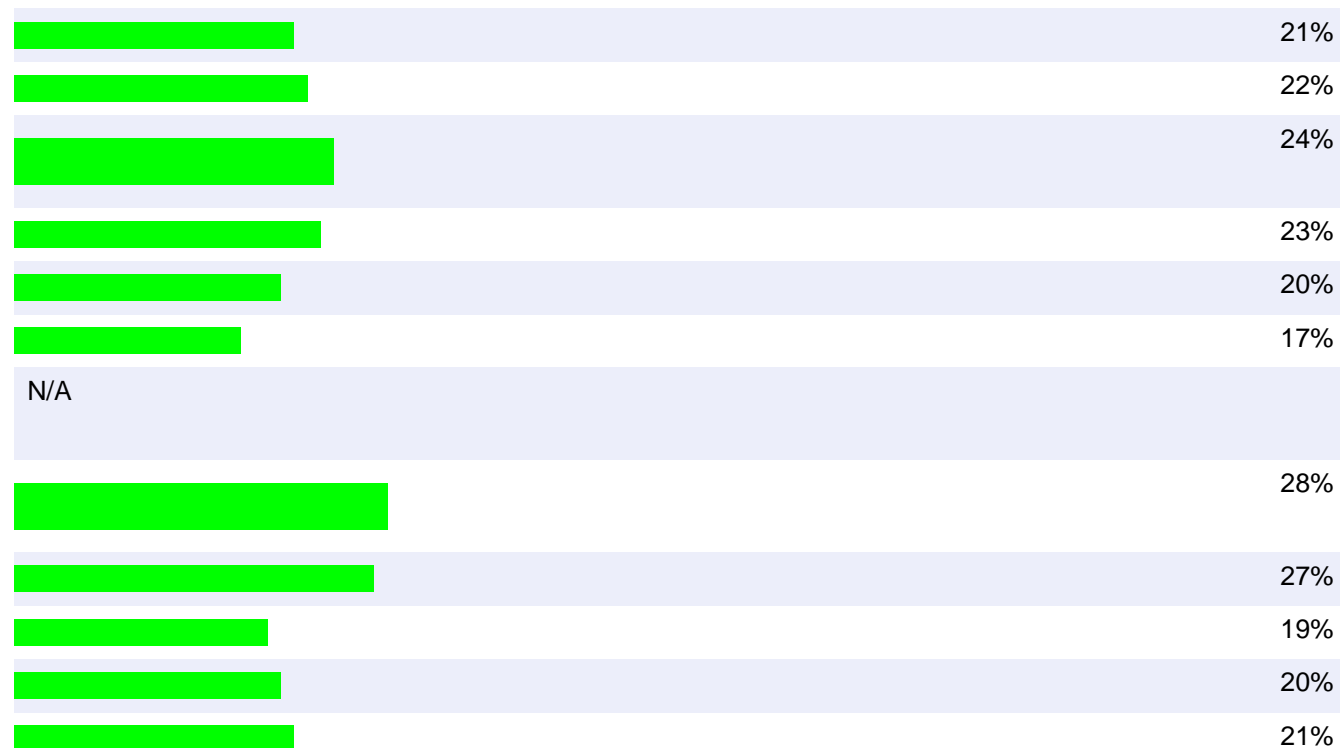
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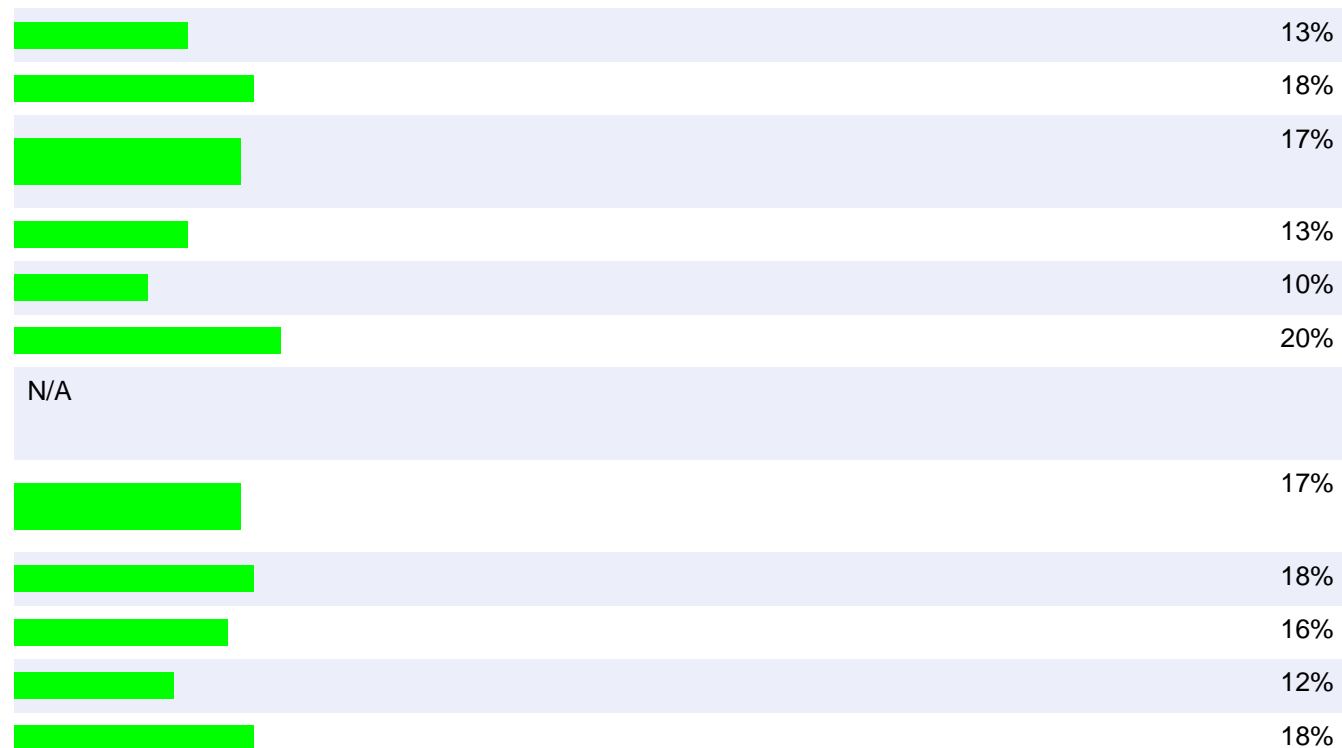
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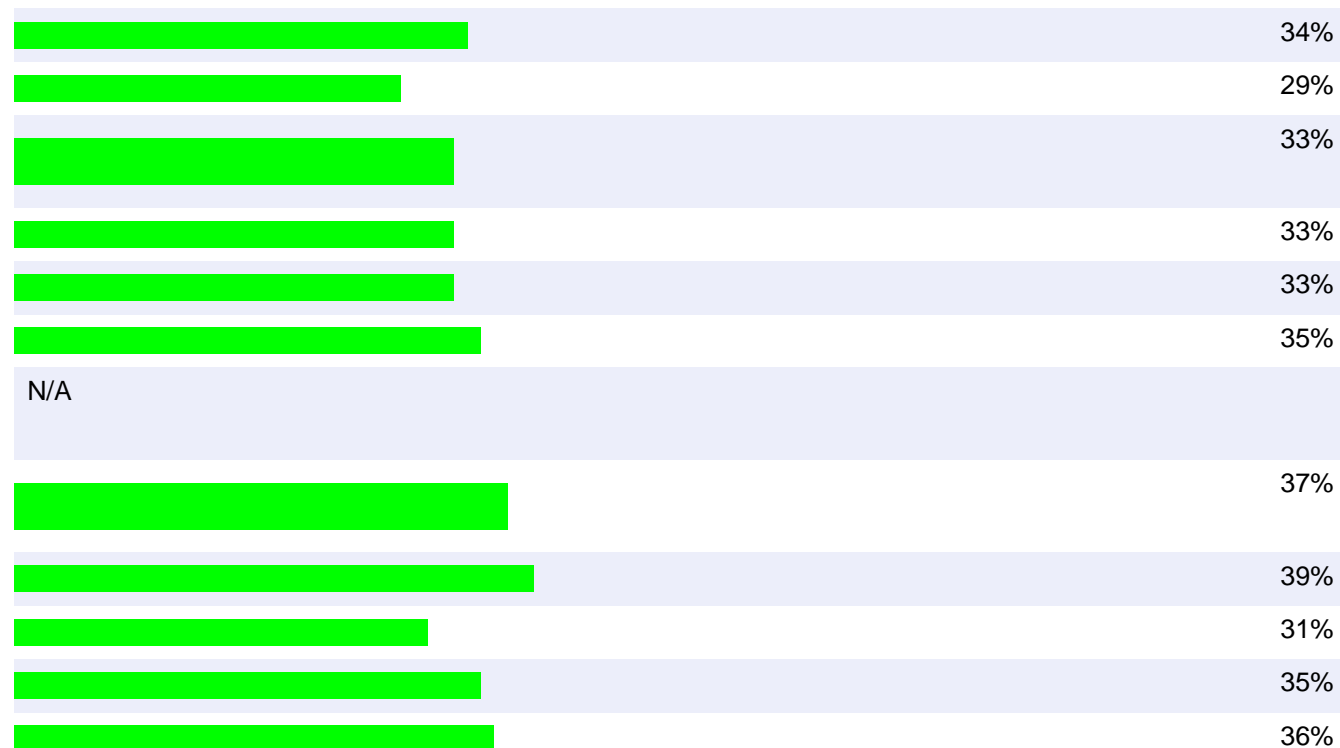
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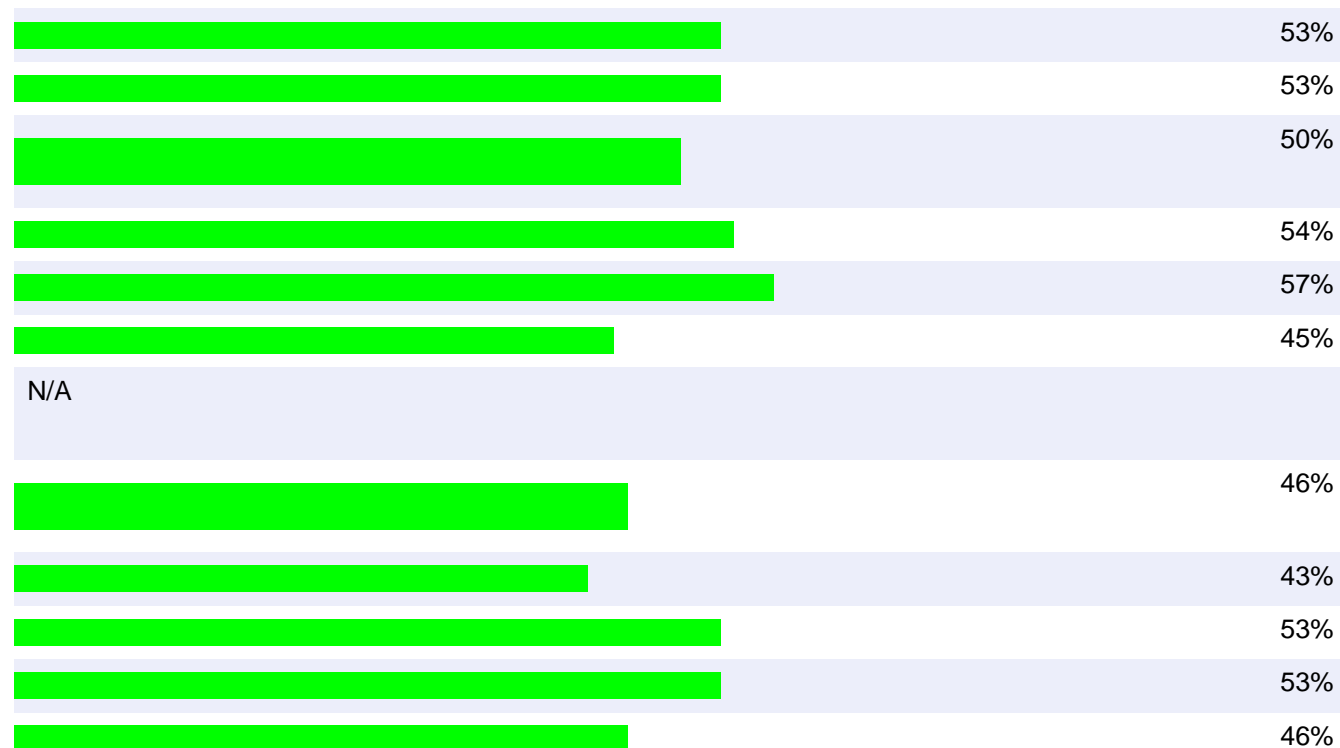
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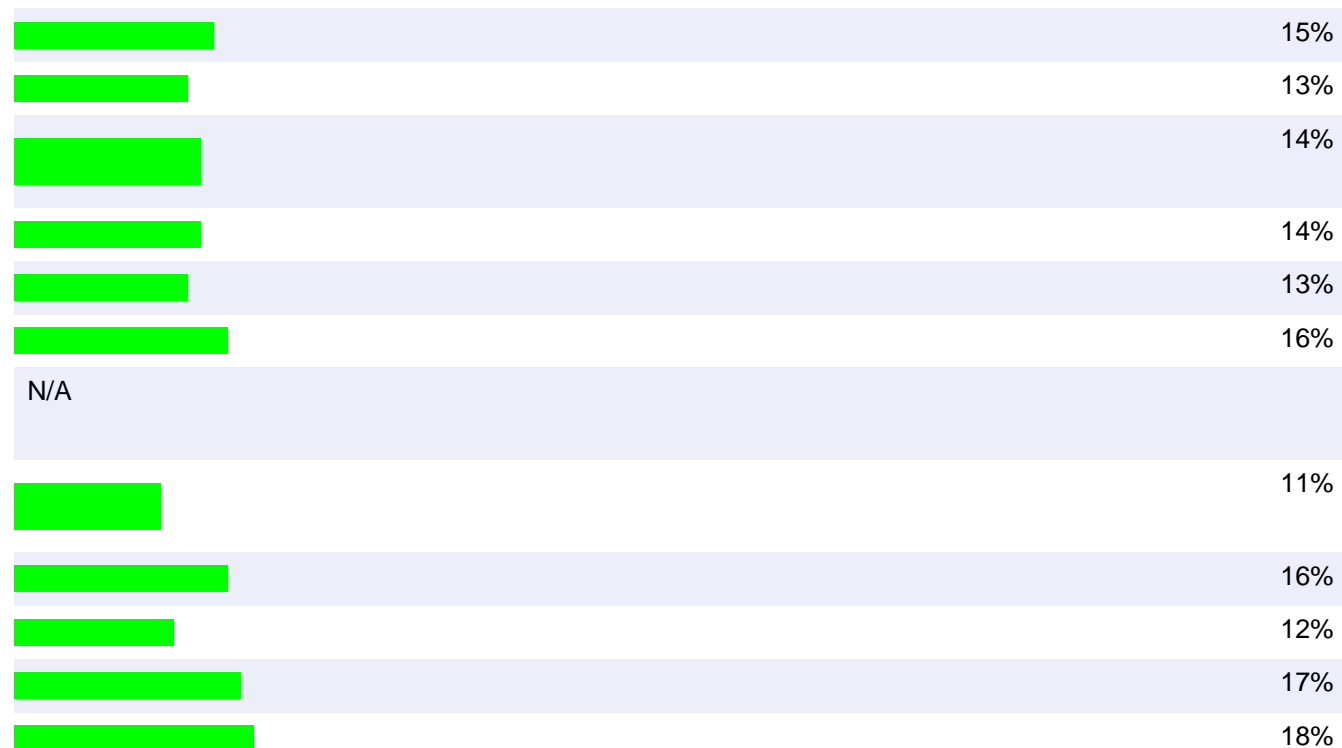
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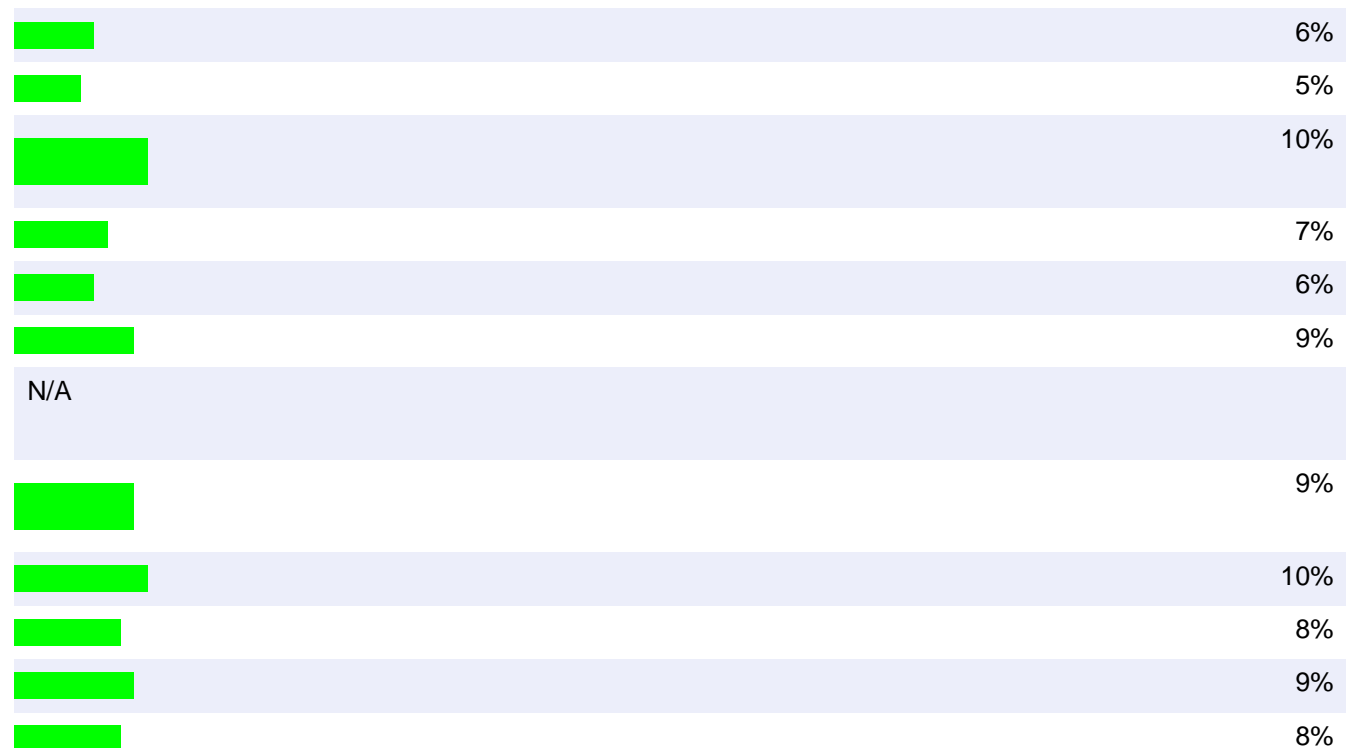
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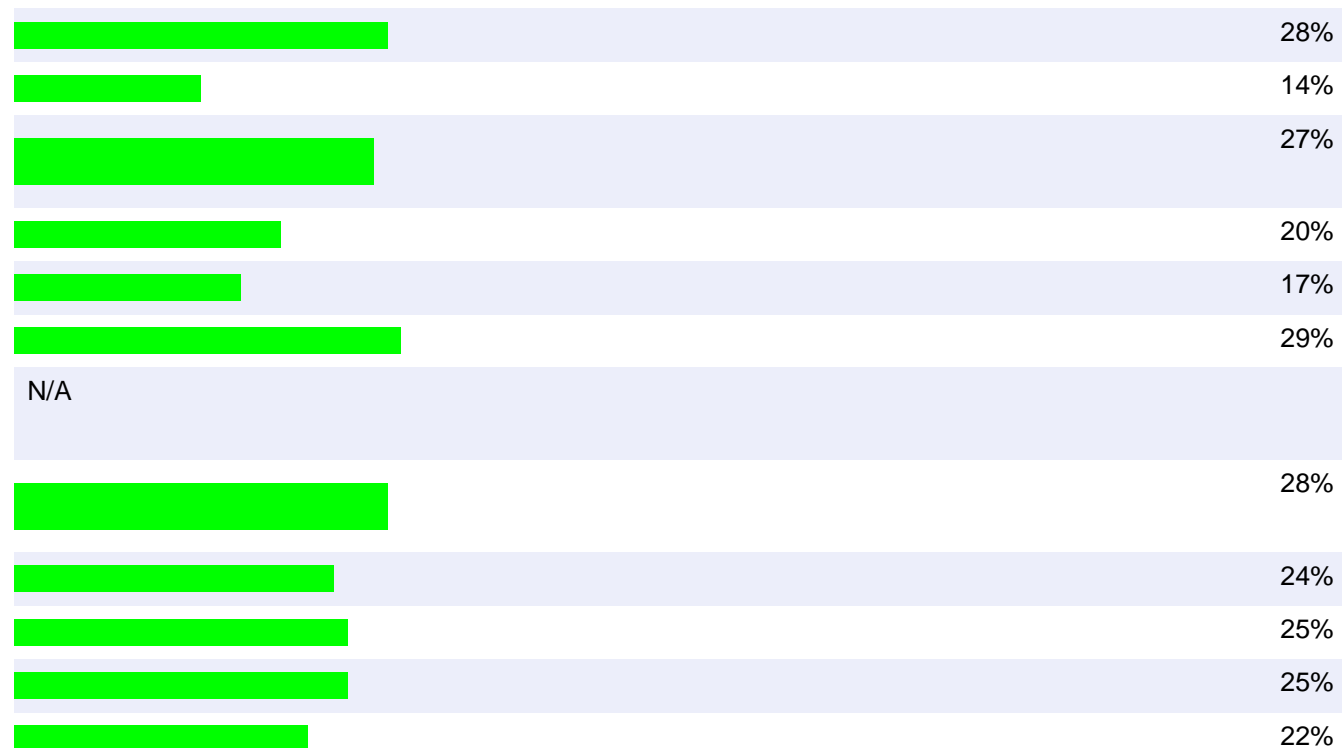
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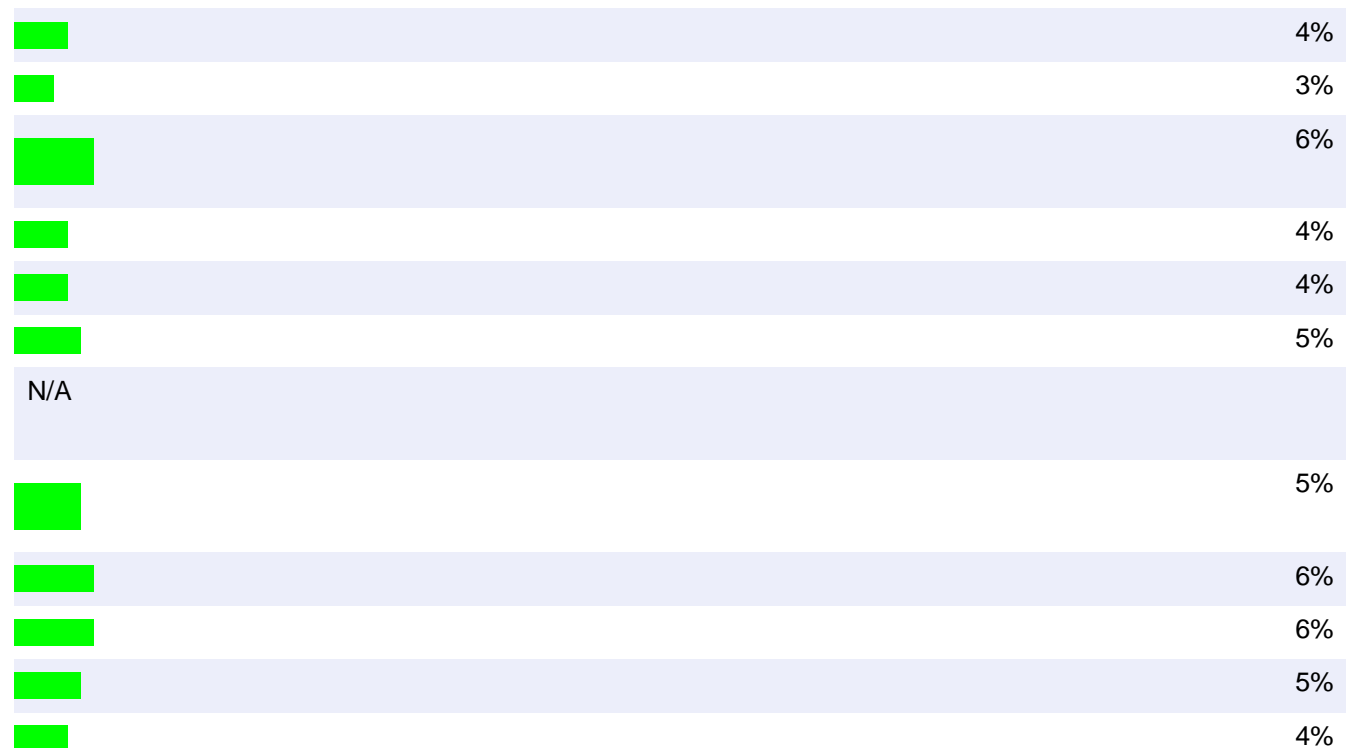
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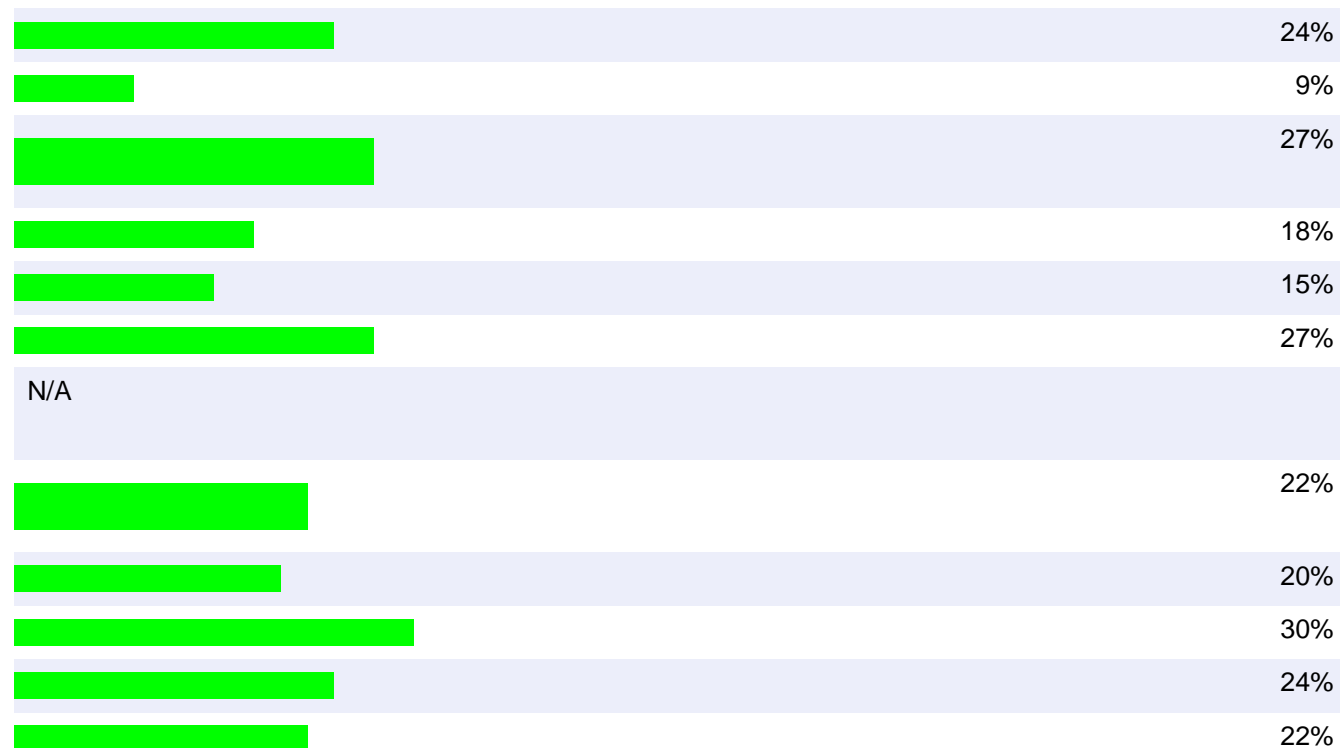
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# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)



# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)

300 or more

300 or more

300 or more

300 or more

300 or more

300 or more

N/A

300 or more

300 or more

300 or more

300 or more

300 or more

# Boston\_Survey of Patients' Hospital Experiences (HCAHPS)

Based on Survey of Patients' Hospital Experiences (HCAHPS)

